



## Job Description – Travel Consultant

Job Title	Travel Consultant
Reports to	Visitor Experience Supervisor, Tourism Canmore Kananaskis

### Our Purpose

**To transform the way we live in our world:** At TCK, we believe travel can be transformative. We are dedicated to curating and promoting authentic, sustainable adventures that not only showcase our destination but also contribute to a positive impact on the environment, communities, and well-being of all involved. We strive to refine the possibilities of tourism, leaving a lasting legacy of inspiration and sustainability that transcends travelling.

### Our Values

We are:

- A highly **competent** and **effective** organization that creates value for its members. We understand that we have a duty of care to invest our members' money wisely. We are experts who work hard and smart to build trust and position TCK as the go-to organization for tourism development in Canmore and Kananaskis.
- An organization that is **humble**. We understand the gift of being able to live, work and recreate here. We respect and appreciate our Indigenous neighbours. We value and respect all audiences, and treat everyone as equals.
- **Confident** community **leaders**, driven by a passion for sharing our knowledge and love for our destination. Anchored in our convictions, we stand resolute in our brand purpose and promise. Our commitment to transparency with our members and community is unwavering, as we believe that earning and maintaining their trust is key to our shared success.

### Job Purpose

Tourism Canmore Kananaskis is seeking enthusiastic individuals who are passionate about Canmore and Kananaskis to promote experiences across Alberta at the Travel Alberta Canmore Visitor Information Centre. The ideal candidate is engaging, enthusiastic about travel/tourism, loves talking to and educating people and has excellent customer service skills. Travel Consultants provide well-coordinated, convenient, relevant and innovative multi-channel visitor information services which engage and encourage visitors through every stage of their journey.

The Travel Alberta Visitor Information Centre provides visitors the local knowledge on the features, attributes and benefits of various experiences, accommodations, activities, and events in Canmore, Kananaskis, and throughout Alberta.

## Duties and Responsibilities

- Serve as an ambassador for Canmore and Kananaskis while providing exceptional customer service to visitors from all over the world.
- Exceed visitor service expectations by recommending personalized and authentic visitor experiences.
- Facilitate increased spending and length of visitation by visitors by increased booking conversion.
- Provide accurate, courteous, and prompt information.
- Remain informed on news regarding changes in the tourism industry that have an impact on the visitors' time in Alberta. Continuously update local knowledge by maintaining a calendar of local festivals and events, checking trail, weather, avalanche and road reports.
- Collect consumer market intelligence (CMI) on every visiting party counseled.
- Complete administrative tasks such as answering phone calls and emails as well as recording consumer marketing intelligence (CMI) data.
- Assist in the general maintenance of the center by tidying brochure racks, storage area and displays.
- Follow opening and closing procedures.
- Sell retail items such as park passes, maps, guidebooks, and locally made art.
- Attend FAMs (Familiarization trips) with local adventure companies. Some previous trips have included: caving, via feratta, canyoning, river rafting, axe-throwing, and helicopter tours.
- Conduct off-site counseling within the Canmore area at local events.
- Communicate any cleaning or maintenance issues to the building and facility management.
- Report any issues or suggested improvements to the Visitor Information Supervisor.
- Assist with creative and administrative tasks for Tourism Canmore Kananaskis as assigned.
- Other duties as assigned.

## Requirements

- Exceptional communication, sales, customer service and administrative skills.
- Proficiency in Microsoft Office (Word, Excel, SharePoint, Teams).
- Valid Standard First Aid/CPR certification.

## Assets

- Experience living in the Bow Valley (Canmore, Kananaskis, Banff, Dead Man's Flats, Exshaw, Harvie Heights, Lac des Arcs, and Lake Louise).
- Knowledge of a second language.
- Interest, education or background in Tourism.
- Previous DEI and/or cultural awareness training.

Wages are \$19.00-\$22.00 per hour based on experience. We also offer full health benefits after 6 months of full-time employment and lots of opportunities to experience everything Canmore and Kananaskis have to offer. A retention bonus is awarded twice annually to eligible employees.

The position has no option for remote work. All applicants must already be located in the Canmore area or are planning to relocate. We do not provide staff accommodation.

Email [supervisor@explorecanmore.ca](mailto:supervisor@explorecanmore.ca) to apply.

We thank all applicants for their interest and will contact you if you are selected.

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**Tourism Canmore Kananaskis is strongly committed to employment equity within our community, and to recruiting a diverse team of staff. We encourage applications from people of all races, ethnicities, genders, sexual orientations, gender identities, gender expressions, socio-economic standings, ages, religions, and national origins. TCK an equal opportunity employer and is committed to considering applicants who identify as part of an equity group including workers of colour, Indigenous workers, 2SLGBTQIA+ workers, woman workers, young workers and workers with disabilities. We value a wide range of skills, experiences, and backgrounds and we encourage all qualified candidates to apply. We are working to eliminate barriers for applicants and team members from equity-seeking groups. If you require accommodations during the application or hiring process, please contact [rachelg@explorecanmore.ca](mailto:rachelg@explorecanmore.ca).**

