



VISITOR SERVICING VOLUNTEER

Job Title: Visitor Servicing Volunteer

Company: Discover Surrey

Location: Surrey, BC (Various Events and Locations)

Overview: Join Discover Surrey and become an ambassador for one of BC's most exciting and culturally rich cities! As a **Visitor Servicing Volunteer**, you'll be at the heart of the action—welcoming visitors from around the globe and helping them uncover the best of what Surrey has to offer.

From lush parks and scenic trails to buzzing neighbourhoods and a food scene that's as diverse as it is delicious, Surrey is full of surprises—and you'll get to share them all. At Discover Surrey, we're all about celebrating hidden gems, creating unforgettable memories, and showing off the vibrant spirit of our community. Come spend your summer making connections, sharing stories, and inspiring adventures!

Position: Start date flexible

Visitor Servicing Hours of Operation: Monday through Sunday, with weekends and evenings as required.

How you'll make an impact:

- Maintain a booth presence at local community events, engaging with visitors to provide accurate information about activities, transportation, directions, accommodations, and more.
- Engage in cross-cultural and multilingual conversations to assist visitors and residents from diverse backgrounds.
- Advocate for Surrey and local tourism experiences, showcasing the city as vibrant in opportunities for fun and entertainment.
- Participate in roaming visitor servicing opportunities, distributing promotional materials, and providing information in a mobile format.
- Set up and take down booth displays as required.
- Promote local tourism businesses and services to encourage new and return visits.
- Gather and record statistical information related to each visitor party.
- Maintain brochure racks and ensure adequate inventory is always available.
- Collaborate effectively in a visitor servicing team.
- Other tasks as assigned.



You'll be a great match if:

- You have a passion for supporting local communities and small businesses.
- You have a desire to grow a career in tourism, communications, or customer service.
- You have patience in communicating across ability and language barriers.
- You are enthusiastic about attracting visitors to engage with the mobile visitor services kiosk.
- You know attractions, events, and tourism products/services in the local area (an asset)
- You have excellent communication skills – face-to-face, telephone, and written.
- You have excellent customer service skills.
- You can demonstrate initiative and research skills.
- Knowledge of a second language is an asset.
- Sensitivity to other cultures.
- Outgoing, friendly, welcoming demeanour.

The must-haves:

- Class 5 Driver's License Required.
- Must have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada.
- Completion of secondary school is preferred.
- Enrollment in or completion of a college diploma/degree or vocational training in tourism is an asset

What's in it for you?

- Reference letters to boost your future applications
- Chance to stay on with Discover Surrey after the season
- Work with a friendly, upbeat team (we make work fun!)
- Real-world experience in tourism and customer service that looks great on a resume
- Experience Surrey's vibrant festivals and events

How to Apply: To apply for this exciting opportunity, please send your resume and cover letter to the Destination Services Manager at anam@discoversurreybc.com with the email subject line: Visitor Servicing Volunteer Application.

We're reviewing applications as they come in - don't wait to apply!

Apply now and be a part of promoting the beauty and vibrancy of Surrey to visitors from around the world!