

Job Description

Purpose:

- Public face of FORCE in Parrsboro and at site;
- Responsible for the operation of the FORCE Visitor Center, including development and maintenance of the program, facility, and contracted staff;
- Manages communications with visitors and community;
- Provides on-site tour/event/conference coordination and management;
- Supervises all systems: power, water, internet, security and general integrity of the facility and grounds.
- Supports board and staff to deliver FORCE mandate

Scope:

- All activities related to Visitor Centre, community; other support as needed.

Working relationships:

- Reports to Director of Operations
- Frequent collaboration with school groups, tourist organizations, stakeholders, and public officials.
- Coordinates and chairs the Community Liaison Committee.
- Works with Director of Communications and Tidal Communications Committee to ensure accurate, timely, and approved messages are delivered around developer activities

Work Performed

General:

- Oversee the operation of the FORCE visitor centre
- Together with executive director and communications director, set policy and process that supports visitor services and experience
- Control and monitor FORCE interpretive budget to ensure the centre achieves its objectives in the most cost-effective way
- Keep accurate records of visits throughout season, with totals for each hour/day
- Recruit, train, manage, motivate and evaluate summer support staff
- Take part in media and issues strategy planning
- Serve as a community liaison lead for FORCE (serving on the Community Liaison Committee, other Parrsboro area tourism committees).
- Implement health and safety regulations / work practices, ensuring that the centre is run in accordance with relevant policies and guidelines.
- Ensure that the centre is well presented, efficiently organized, easy to use and accessible.

Other duties:

- Conduct public tours of the FORCE visitor centre; greet and assist visitors
- Assist visitors with area information
- Assist in special program presentations
- Prepare public service announcements
- Prepare/e-mail special event flyers
- Perform minor maintenance duties
- Perform additional duties as needed, including:
 - preparing reports for senior management
 - attending meetings related to FORCE and/or local tourism.
 - publicizing/marketing the centre
 - gathering information about and working with local businesses and visitor attractions
 - event planning and organization
 - keeping up to date with local events
 - communicating information to members of the Parrsboro community
 - dealing with enquiries in person and by post, email and phone
 - assisting with accommodation and other booking services for visitors

Terms

Financial:

- Dependent on qualifications and experience

Duration:

- 35 hours a week (full-time) May 9 to October 16, 2011
(FORCE Visitor Centre open May 23 – Oct 9)

Qualifications

Education:

- College or university diploma with related concentration and related experience
OR any equivalent combination of training and experience.

Other:

Must provide own transportation to site (1156 West Bay Road, Parrsboro, Nova Scotia)