



Job Title: Travel Counsellor

Range: \$1671.47 – \$2313.32 semi-monthly

Term: Permanent, full-time

Location: Regina Office

Tourism Saskatchewan is seeking a well-organized and self-motivated individual to work in a team environment in the Visitor Services Centre.

Reporting to the Visitor Services Supervisor, the duties of this position are:

- Handle requests for tourism information in Saskatchewan received by mail, telephone, email and live chat.
- Handle and document complaints.
- Assess inquiries and provide necessary fulfilment.
- Gather and update data used for travel counselling accurately.
- Perform sales transactions.

The successful candidate must have a good working knowledge of Saskatchewan and its tourism destinations and products. The ability to communicate effectively, both orally as well as in writing, is also required. The successful candidates will have efficient and accurate keyboarding skills with previous computer experience. Attention to detail and strong organizational skills are also required. This position is based in our Regina office.

The knowledge, skills and abilities required for this position are:

- Completion of Grade 12 supplemented by additional post-secondary education or combination of education and experience.
- Knowledge of Saskatchewan and the provincial tourism industry.
- Strong organizational skills including the ability to multi-task and meet deadlines as established.
- Strong communication and interpersonal skills via phone and email, including cultural sensitivities.
- Must have a working knowledge of Microsoft Office products, including Word, Excel, PowerPoint, Teams, SharePoint and Outlook.
- Excellent data entry skills with superior accuracy and attention to detail.
- Ability to work in a repetitive environment while retaining focus.
- Ability to work independently, quickly and under pressure is required.

- Experience working within a database environment.
- Must be able to exercise good judgement, prioritize responsibilities and make decisions based on established policies and procedures.
- Proficient proofreading techniques and excellent command of the English language.
- Demonstrates professionalism in all organizational relationships.

Please submit your resume by 9:00 a.m. on Monday, February 5, 2024, to:

Joan MacPhail
Executive Director, Human Resources
Tourism Saskatchewan
189-1621 Albert Street
Regina, SK S4P 2S5
careers@tourismsask.com

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- ✓ *Testing may be done to evaluate knowledge, skills and abilities.*
 - ✓ *As per Tourism Saskatchewan's policy, the successful candidate is required to provide a satisfactory criminal record check.*
 - ✓ *The successful candidate may be required to provide proof of acquired education.*