



Job Title: Visitor Services Coordinator

Reports to: Executive Director

The Visitor Services Coordinator position at Tourism Terrace is an exciting opportunity for a dynamic, community-minded individual to join a fun and welcoming team and help create memorable experiences for visitors to Terrace.

This role is a great fit for someone who is passionate about their community, loves meeting new people, and enjoys being connected to what's happening locally. From welcoming visitors and sharing recommendations to attending community events, working with local artisans and businesses, merchandising new products, and keeping up with tourism, retail and visitor trends, every day offers something a little different.

We're looking for someone who is enthusiastic about Terrace and Northwest BC, enjoys building relationships, has an eye for creating engaging retail displays and visitor experiences, and is excited to help showcase the people, places and products that make our community special.

Job Duties:

- Ensure exceptional customer service at the Visitor Centre.
- Provide vision and leadership to the Visitor Centre team in coordination with the Executive Director.
- Effectively communicate with visitors, vendors and stakeholders.
- Provide leadership for the Visitor Centre team, ensuring maximum coverage and support.
- Create a welcoming and inclusive culture within the Visitor Centre.
- Plan and coordinate activities and events for the Visitor Centre.

Key Qualifications:

- Experience in sales for tourism or related fields.
- Knowledge of MS Word, Excel, PowerPoint, Outlook, and digital/social media.

Personal Attributes:

- Adaptable, positive, and patient in a changing environment.
- Solution-focused and supportive of the team.
- Excellent project management and time management skills.
- Proactive, results-oriented, and self-motivated.
- Effective communication skills

Salary level:

- Starting \$24.00 - \$28.00/hr (based on experience) for a minimum of 3 days/week.
- Benefits package available for a full-time employee

To apply:

Please submit your resume and a cover letter to liz.smaha@visitterrace.com. We welcome applications until the deadline on **September 20, 2026**. Join our team and play a key role in shaping the future of tourism in Terrace!