

Summer Employment Opportunity

Roam Street Team

Tourism Kamloops Visitor Experience Ambassador

The mobile Roam Street Team, which is made up of our Visitor Experience Ambassadors, promotes Kamloops attractions, sports tournaments, and cultural events. Our team answers visitor questions, visits local accommodations to drop off maps and brochures, pops up at events - and a heck of a lot more!

We are hiring Roam Street Team members who are passionate about Kamloops and supporting remarkable visitor experiences. If you can recommend a top-notch hiking trail, explain how to grab tickets for an upcoming event, or read a map upside down, we'd love to hear from you!

Tourism Kamloops is an equal opportunity employer. Our team and our visitors come from all walks of life, and so you do. We believe diversity and unity amongst our teams leads to remarkable visitor experiences.

Job Perks

- \$20/hour wage
- Contract completion bonus
- Working alongside kick-ass humans
- Incentives for meeting goals & working hard (hello free event tickets!)
- Behind the scenes access at local events and attractions
- Letter of recommendation provided for team members who work the entire season

Dates:

May 6 - September 2, 2025
(subject to change)

Hours:

Full time
32-40 hours per week

Reporting to:

Visitor Experience Specialist

Hours of Operation:

7 days per week
7:00am-10:00pm
8-hour shifts, approx. 38
hours per week

Primary Location:

Various locations around
Kamloops

Secondary Location:

Tourism Kamloops Office

You will

- Identify visitor needs and provide accurate visitor information including advice for directions, accommodation, and events in a friendly and timely manner
- Operate the company Jeep
- Set up the pop-up Visitor Centre at various locations
- Work from a seasonal stationary Visitor Centre
- Roam in teams in high-traffic areas to provide recommendations and inspire experiences
- Potential to lead information tours in Downtown Kamloops
- Work outdoors for the majority of shifts
- Conduct visitor surveys and collect data
- Engage with potential visitors through phone, email, and social media
- Visit local tourism partners to provide resources and identify needs
- Collaborate with local culture and community groups to support their events
- Submit monthly statistics to Destination British Columbia
- Collaborate with team members by providing constructive feedback & new ideas
- Support the marketing team as needed through content collection at events
- Work alongside our volunteer visitor ambassador team, CAP Team, and City of Kamloops teams
- Support other departments with administrative tasks as required

You are

- Excellent in customer service or have previous visitor servicing experience
- Strong in digital communication, Microsoft Office, and Google Drive
- An out-of-the-box thinker
- Confident asking for additional support, training, and clarification
- Confident navigating with maps in urban, rural, and remote areas
- Self-aware to work in a fast-paced environment and quick to take initiative in slow times
- Knowledgeable about local attractions and events

You have

- Class 5 driver's license with a clean abstract
- A valid Social Insurance Number and are legally entitled to work in Canada
- Availability to work weekends and a minimum of TWO statutory holidays
- Preference given to applicants who meet Canada Summer Jobs requirements

We provide

- Industry Familiarization Tour(s)
- Two SuperHost certifications
- Destination BC's Visitor Services Basics Certification



Sound like you?

Please send the following to meghan@tourismkamloops.com with the email subject line: Roam Street Team Job Opportunity.
Application closing date: Friday, April 11, 2025

- Video resume OR cover letter & resume explaining why you're a top-notch hire
- Availability from May - September
- Accessibility considerations