

Position Title: Visitor Information Specialist (1-year contract)

Location: On-site/Remote

Salary: \$20.50/hour

Posting #2025-03

Position Summary

Tourism Windsor Essex Pelee Island is the official award-winning and accredited Destination Marketing Organization (DMO) for the regional tourism industry. We are a not-for-profit organization that is dedicated to promoting and selling Windsor, Essex and Pelee Island as a remarkable destination for tourist, convention goers and business travelers.

Position Purpose

Reporting to the Manager of Visitor Engagement, assisting the Tourism Windsor Essex Pelee Island team in promoting the area as a destination for leisure travel. This will be done by providing engaging visitor information services through various locations and, where permissible, at large-scale events in the Windsor Essex area. Ensuring visitors have dynamic travel experiences in our destination is a key component to the position.

Work Environment

Working at both bricks-and-mortar visitor centres and outdoor events within the destination, employees need to be available days, evenings, weekends, and holidays.

Tourism Windsor Essex Pelee Island aims to provide an inclusive work environment that is respectful, diverse and equitable.

Principle Responsibilities

- Answer visitor inquiries including customized travel information and visitor services
- Promote appropriate tourism programs
- Research information about tourism experiences, products and services including website updates

Other Responsibilities

- Onboarding, training sessions, and hands-on experience to succeed in position
- Gain certified customer service and tourism skills through in-person and online training
- Shadow and mentor with experienced Tourism Windsor Essex visitor services team members
- Branded apparel provided

Position Qualifications

- Strong customer service practices
- Computer and internet research skills
- Strong communication, organizational, analytical and interpersonal skills
- Ability to clearly express thoughts, ideas and concepts in English
- Ability to be self-motivated while working independently and in small teams
- Flexible schedule – must be able to work during evenings, weekends and some holidays
- Ability to maintain a positive and professional working relationship with peers, colleagues and customers



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Eligibility

- Available to work evenings and weekends, up to 30 hours per week, including some statutory holidays
- Must possess a valid class "G" driver's license with a clean driver's abstract and have reliable transportation
- Must be comfortable with being able to stand often and lift 30+ pounds at a time

Email your resume and cover letter to hr@tourismwindsoressex.com by **Friday November 27th, 2025**. Reference the job posting number in the email subject line. Due to a high volume of applications, only those selected for an interview will be contacted.