



Job Title: Administrative/Tourism Attendant
Division: Corporate/Community Services
Reports to: Deputy Treasurer
Last Revision: 2025

Job Statement

The Administrative/Tourism Attendant provides assistance to the Corporate Services and Community Services Departments. With time shared between the municipal office and tourist booth, responsibilities include assisting residents and tourists of the municipality acting as an ambassador for Whitewater Region.

Essential Functions

1. Provide customer service assistance by performing reception duties, responding to public and/or internal inquiries, and performing cashier duties (e.g. accurately processing payments and performing basic mathematical calculations).
2. Familiar with tourist attractions, accommodations, services and programs in the area and the ability to articulate information to the public in person, by phone or email communication.
3. Collect tourist/visitor statistics and prepare reports as required.
4. Assists with general facility operations, maintenance and cleaning as required. Ensuring adequate supplies for operation of the tourist booth is maintained as well as the assigned parks and facilities are kept clean and safe for public use.
5. Prepare and organize correspondence, perform data entry, and word processing functions, and create a variety of documents.
6. Plan, organize, coordinate, and manage daily assigned work.
7. Performs the responsibilities of the position within the standards set out in applicable legislation and consistent with the operational policies of the Township of Whitewater Region.
8. Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and ensuring overall compliance with the Township's health and safety program. Follows all guidelines and requirements for employees and employers as legislated under the *Ontario Occupational Health and Safety Act*.
9. Performs other duties as assigned.

Job Specifications

1. Post-secondary program in Tourism/Public Administration, or related field.
2. Interest in municipal government including community planning, office administration, economic development, etc.
3. Strong interpersonal and communication skills to assist with outreach efforts.
4. Must possess strong analytical, research and writing skills.
5. Demonstrated customer service excellence.
6. Demonstrated financial literacy.
7. Computer proficiency and attention to detail.
8. Demonstrated organizational, multi-tasking and interpersonal skills.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that may be inherent in this classification.