

SCHEDULE "A"
TOURISM VANCOUVER
METRO VANCOUVER CONVENTION & VISITORS BUREAU

POSITION DESCRIPTION

IDENTIFICATION

Position Title:	Distribution Assistant, Part-Time
Division:	Corporate Services
Reporting to:	Coordinator, Distribution Services
Date Updated:	November 2016

POSITION SUMMARY

The Distribution Assistant will work with the Coordinator, Distribution Services and is responsible for assisting in maintaining an accurate inventory of Tourism Vancouver's publications and collateral; maintaining accurate member and partner inventory and fulfilling visitor, Tourism Vancouver member and departmental requests in a timely and accurate manner. The position is also responsible for some mail and courier related functions.

DUTIES AND RESPONSIBILITIES

Working approximately 24 hours per week, the position is primarily responsible for fulfilling requests for Tourism Vancouver's Official Visitors Guide including the following:

- Exporting names and addresses into Tourism Vancouver client relationship database (Simpleview)
- Reviewing names and addresses for duplicates or errors
- Producing mailing labels
- Stuffing and addressing packages
- Keeping statistics on the number of publications sent and to which cities and countries
- Handling returned mail
- Assisting in turning around requests for Tourism Vancouver promotional materials from the potential visitors, members, and departments of Tourism Vancouver
- Distributing incoming mail and promotional materials as required
- Assisting in maintaining an efficient and tidy distribution work area
- Other duties as assigned

WORKING CONDITIONS

The Tourism Vancouver Distribution Centre is located at 8410 Ontario Street, Vancouver and is a warehouse environment.

QUALIFICATIONS

- Previous shipping and receiving experience and the ability to lift up to 50 lbs and move heavy objects (i.e. parcels, boxes, dolly etc.) is required.
- Able to make sound decisions, meet deadlines, take direction and pay attention to detail
- High personal motivation and organizational skills and a strong ability to prioritize multiple requests
- Committed to customer service and teamwork excellence
- Excellent verbal and written communication skills
- Strong technology aptitude and skills including Microsoft and customer database applications (experience with Simpleview is an asset).

Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management.