



Job Description Tours Project Coordinator

Job Title:	Tours Assistant	Job Category:	Tourism & Hospitality
Department/Group:	Tours	Job Code/ Req#:	N/A
Location:	Kingston, Jamaica	Travel Required:	Local (Kingston/St. Andrew)
Level/Salary Range:	Level 2: \$1,500,000 per annum	Position Type:	Full-time Contract

Applications Accepted By:

APPLY USING THE LINK:

https://bit.ly/tours_application

Job Description

Kingston Creative (KC) is a nonprofit company founded in February 2017. Projects launched in April 2018 and it was formally registered in Jamaica in December 2018. Kingston Creative is dedicated to establishing Kingston as the creative capital of the Caribbean and using arts for social transformation.

The Tours Assistant will assist with research, partner coordination, marketing support, record-keeping, and on-site visitor engagement. They will also assist in maintaining strong stakeholder relationships and ensuring compliance with relevant tour regulations.

ROLE AND RESPONSIBILITIES

- Assist with developing KC branded tours including the Downtown Kingston Art District tours. This may involve market research and scans, developing concepts, prototype testing, developing documentation, and launch of the tours
- Ensuring that tours developed are compliant with government requirements
- Providing input to the marketing and advertising plans for the developed tours
- Conduct regular research on tour trends, destinations, and competitors; present findings to support tour improvements.
- Maintain organized, up-to-date digital and physical records, including financial and operational data.
- Communicate professionally with tour partners, vendors, and clients to foster strong relationships.
- Assist in updating tour scripts, itineraries, and promotional materials.
- Collect and track customer and partner feedback; monitor online reviews.
- Help promote tours via social media engagement and delivery of marketing materials.
- Visit and inspect the location daily, report incidents, and guide visitors or operators on fee payments and donations.

- Respond promptly to inquiries and provide friendly, helpful service to guests and stakeholders.

REQUIREMENTS OF THE ROLE

- Strong understanding of the tourism landscape in Jamaica.
- Understanding and appreciation of urban tourism.
- Good network of tour companies and stakeholders in the region.
- Strong customer service and verbal communication skills.
- Strong administrative and organizational skills.

CORE VALUES

Candidates must demonstrate: Respect, Integrity, Empowerment, Community, Sustainability, Caring, Creativity

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelors in Tourism, Hospitality, Business or a related field
- At least (five) 3 years experience working in the Tourism Industry.
- Experience in Operations and administration; Tourism Industry is preferred.