

Visitor Center Representative

FLSA Status: *Non-Exempt*

General Definition of Work

Performs administrative support work providing information to tourists and residents who visit the City's welcome center, and related work as apparent or assigned. Work is performed under the moderate supervision of the Tourism Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Greets visitors and provides comprehensive travel information to visitors at the Welcome Center; directs persons to tourist attractions, facilities, hotels, restaurants or other services.

Counsels visitors based on in-depth knowledge of the City's tourism assets and established policies, procedures and guidelines.

Provides detailed demographic and relocation information to potential new businesses and individuals.

Answers phone calls; follows-up on information requests; mails out information packets; maintains visitor database, event schedules and mailing lists.

Performs general office duties; maintains visitor log; restocks brochures; maintains audio, video, print and tenant displays.

Assists with various administrative duties; assists with event planning, business festival coordination and execution, escorting guests on tours.

Responsible for updating the various websites maintained by the Visitor's Center and updating the public network television channel.

Responsible for the sale of merchandise, receives cash and credit card payments.

Reviews newspapers and other media for press on the City and surrounding area; retains, archives and shares publicity as appropriate.

Performs general janitorial duties including maintaining area in and around building.

Knowledge, Skills and Abilities

Thorough knowledge of the location of tourist attractions in the City; thorough knowledge of the layout of the City and ability to direct people to events and attractions; ability to greet people and to establish and maintain effective working relationships with associates and the general public. Ability to use Microsoft Word, Excel, and Power Point.

Education and Experience

High school diploma or GED and minimal experience in retail or customer service, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires standing, walking, sitting, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions and occasionally requires tasting or smelling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a very quiet location (e.g. park trail, storage or file room).

Special Requirements

None.