



Job Description

Job Title: Visitor Services Assistant
Department: Discover Albany Visitors Center
Reports To: Vice President of Operations
Hours: Monday and Friday, 9am-2pm; Saturday (2-3 per month) 10am-2pm

General Job Description

The Discover Albany Visitor Services Assistant performs outstanding customer service functions including greeting visitors, determining nature of visit, and providing information and direction to places of interest.

Areas of Responsibility

- Welcome visitors to the community
- Provide information about attractions, events, amenities and services specifically related to visitor inquiries
- Order and display a wide range of brochures that include attractions, shops, restaurants
- Assist customers with gift shop transactions; stock merchandise
- Provide administrative support and assistance with various projects as assigned
- Keep up to date with places to visit, restaurants, and events

Qualifications

- Friendly, pleasant personality
- Good listening and questioning skills
- Work well in a team
- Good knowledge of the local area
- Excellent customer service skills

Hourly Rate: \$13.20 per hour

Parking: Provided by employer

Apply: Email resume and cover letter to accvb@albany.org with the subject line of Visitor Services Assistant

About Discover Albany: The Albany County Convention & Visitors Bureau, Inc. was established in 1976 to promote the civic and commercial progress of the community through increased development of conventions and tourism. Today, the organization is known as Discover Albany. Discover Albany currently represents more than 300 member businesses and assists each year in hundreds of regional meetings. Discover Albany also operates the Discover Albany Visitors Center and the Albany International Airport Information Center.