

Visitor Service Ambassador



Job Title:	Visitor Service Ambassador	FLSA Status:	Hourly
Department:	Membership & Destination Services	Reports to:	VIC Director
Updated:	January 2023		

Position Summary:

In accordance with Visit Anchorage's mission, this position works under the direct supervision of the Visitor Services Director to provide information regarding Visit Anchorage member services, accommodations, and products to visitors. Weekend, weekday, full-time, and part-time hours available.

Essential Job Functions:

- Provide exemplary customer service to visitors and coworkers.
- Seek answers to non-routine, difficult travel questions (i.e. make phone calls, research answers online, ask co-workers for assistance, seek answers from alternative sources).
- Demonstrate keen familiarity with member businesses, community happenings, and reference and resource sources available to Visitor Information Center (VIC) personnel, such as Visit Anchorage's Visitor Guide, Anchorage.net, Local Flavor, Neighborhood Guide, The Milepost, ferry schedules, etc.
- Communicate easily with visitors, discerning questions, concerns, and requests in person, on the phone, and through email.
- Maintain team atmosphere with co-workers and supervisors, regardless of age including supporting volunteers or other staff members with assistance upon request. Includes educating and training new volunteers or staff through shadowing to learn from more experienced workers.
- Exhibit pleasant, friendly attitude and manner with visitors, co-workers and supervisors.
- Attend monthly VIC in-services, quarterly trainings, and staff meetings.
- Work assigned schedule as published by supervisor and provide coverage for volunteer shifts as needed.
- Participate in retail aspects of selling merchandise, using cash register, and inventorying items.
- Maintain brochures by maintaining (stocking, cleaning, organizing) racks and drawers and back stock, and stocking incoming brochures.
- Follow Beginning and End of Shift checklist including opening and/or closing brochure center and/or log cabin including locking doors and setting alarm. Additional cleaning to include vacuuming, wiping down counters, phones, and touch surfaces along with dusting brochure racks and light fixtures. Keep counters organized and neat.
- Maintain and update resources used in VIC including resource books, training materials, and updates to blog.
- Check and respond to VIC email.
- Assist with tasks as requested by supervisor. Stock VICs and shelves with visitor guides, maps and other materials as needed. Anticipate shortages of materials and add needed item to order list. Restock and make copies of flyer handouts as needed.
- Act in a professional and respectful manner while receiving all walk-in traffic including travelers, guests to Visit Anchorage offices, and others.
- Maintain appropriate logs of items used and visitor issues.

Essential Knowledge, Skills, and Experience:

- Ability to hear, understand and effectively communicate (verbally and in writing) in English. Additional languages helpful, but not required.
- Good interpersonal communication and public speaking skills with the ability to present a positive image to our visitors and to articulate information, in person, and by phone.
- Ability to handle stressful situations involving visitors. Confident but knowing when to seek assistance with questions or problems that arise.
- Ability to demonstrate working knowledge of existing and new Visit Anchorage members.
- Ability to demonstrate working knowledge of current events in Anchorage and surrounding areas.
- Computer skills to include logging in to Volunteer database, communication via email, and internet research.
- Must have cash handling skills and computer knowledge in order to run credit card transactions.
- General knowledge of Visit Anchorage's mission and departments.
- These employee characteristics are normally acquired through completion of a high school education or equivalent, and on-the-job training in Visit Anchorage policies, procedures and membership.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of VIC Staff.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is regularly required to stand, sit, use hands to handle, reach with hands and arms, talk and hear. The employee is occasionally required to walk, stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 50 lbs. Vision abilities required by this position include close vision and ability to adjust focus.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The incumbent must be able to work in a fast-paced environment with demonstrated ability to juggle and prioritize multiple, competing tasks and demands and to seek supervisory assistance as appropriate.