

# ATHENS CONVENTION AND VISITORS BUREAU JOB DESCRIPTION

**DEPARTMENT:** Marketing & Communications

**JOB TITLE:** Information Coordinator

**FLSA STATUS:**  
Part time  
28-29 hours/week

---

## **GENERAL DESCRIPTION:**

The Information Coordinator acts as visitor services greeter to all individuals calling or walking in requesting information about Athens. The Information Coordinator maintains the database of visitor inquiries and for the Athens events calendar, as well as keeping informational brochures in stock and distributed in response to individual and group requests. Responsible for performing receptionist, communications, and administrative support duties as specified below. The position will report directly to the CVB Director of Marketing and Communications.

## **Job Requirements:**

1. Customer-service oriented, welcoming and friendly demeanor within a fast-paced environment.
2. Excellent writing, speaking, and organizational skills.
3. Extremely detail-oriented. Able to be productive and accurate amidst interruptions at reception desk.
4. Excellent computer skills, including being proficient with MS Office and database management. Interest in acquiring knowledge of our proprietary event and consumer inquiry database system.
5. Knowledge of and appreciation for Athens as a visitor destination; curiosity in learning more about Athens and about the tourism industry as economic development.
6. Able to lift up to 25 pounds to stock & restock literature, boxes of which can be quite heavy.

## **TYPICAL WORK ROUTINE INCLUDES, BUT NOT LIMITED TO:**

### **Content Creation (75%):**

1. Maintains a well-informed, working knowledge of the attractions and services available in the area to visitors; acts as a liaison between these entities and the visitor.
2. Gathers information on new companies or activities beneficial to the visitor.
3. Maintains partner account, listings, and contacts in Customer Relationship Management program.
4. Gathers events information; maintains the Athens events calendar at [www.VisitAthensGA.com](http://www.VisitAthensGA.com) using web-based Customer Relationship Management program.
5. Develops specialized visitor information as needed in response to specific consumer requests or in support of development of new print or CVB digital materials.
6. Proofs weekend and monthly events calendar eblast.
7. Backup for social media team; posts from live events if needed.
8. Surveys local and surrounding county lodging to determine room availability during high occupancy periods; posts availability to CVB website.

### **Visitor Services (25%):**

9. Serves as CVB Receptionist; answers all incoming phone calls.
10. Ensures that all inquiries (mail, walk-in, online and telephone) receive prompt and courteous responses; fulfill and record inquiries using Customer Relationship Management program.

CVB Information Coordinator, cont.

**Visitor Services, cont.**

11. Ensures that visitor information publications are well-stocked in on-site brochure racks and information tables; coordinates distribution to other outlets.
12. Takes mail and packages to post office as needed.
13. Keeps current inventory of visitor information supplies; disposes of outdated materials.
14. Coordinates assistance from Community Service Workers, including overseeing certain assignments.
15. Attends CVB staff, CVB advisory board, and Classic Center staff meetings as work schedule permits.
16. Serves on committees as requested and able.
17. Provides project management of other duties as assigned.