

# AUGUSTA & CO.

## **Augusta Expert**

Part-time  
Augusta CVB  
Current: March 2019

### **Team Scope**

Augusta & Co. is the guest experience center for the City of Augusta, operated by the Augusta Convention & Visitors Bureau (ACVB). The position serves as the “*expert on Augusta*” for Augusta’s River Region by providing visitors, potential visitors and locals with accurate, helpful information on tourism related topics and on services and programs of the ACVB.

### **Core Responsibilities**

#### **Communications and Customer Service**

Welcome and greet all walk-in guests to Augusta & Co.

Direct callers to appropriate staff or community resources

Sell retail merchandise and tickets to tours and attractions

Serve samples including limited alcohol samples to guests at the Augusta & Co. tasting bar

Operate retail sales system

Manage credit and cash sales

Participate in inventory control and management

Attend to public restrooms as needed

Greet off-site visitors as needed (tour groups, welcome booths, etc.)

Provide accurate verbal responses to visitor inquiries

#### **Office Support**

Collect mail or walk in inquiry requests and give to Augusta & Co. Manager

Enter visitor data into appropriate software database

Restock brochures and specialty items as needed and maintain proper inventory

# AUGUSTA & CO.

## **Knowledge**

- Augusta knowledge, local dining scene, shopping, outdoor adventures, history, art (will train further)
- Lodging Information
- Ability to give clear directions
- Main streets and roads in and around the service area; driving directions to other major cities
- Major sites and attractions

## **Abilities and Skills**

- Personal skills to interact with customers
- Computer literate
- Good Organizational skills

## **Helpful Traits**

- Patience, Friendly attitude, Enthusiasm
- Clear, pleasant speaking voice
- Ability to work with diverse groups
- Flexibility
- Ability to work independently

## **Work settings and physical requirements**

- Willing to work weekends
- May require standing or sitting for prolonged periods
- Ability to lift boxes of brochures that weigh up to 40 lbs.
- Must pass criminal background check

The Augusta Expert reports to the Augusta & Co. Manager.

Please contact Jennifer Bowen, VP of Destination Development with the Augusta Convention & Visitors Bureau.