

AUGUSTA & CO.

Augusta Expert

Part-time
Augusta CVB
Current: February 2022

Team Scope

Augusta & Co. is the guest experience center for the City of Augusta, operated by Destination Augusta. 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 Destination Augusta.

Core Responsibilities

Communications and Customer Service

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

Direct callers and visitors 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 management

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 Augusta & Co. management. Pay is typically \$8-\$10 per hour depending on retail experience.

Please email resume or questions to Sarah Childers, Director of Community Engagement for Destination Augusta at sarah@visitaugusta.com.