

Job Title: **Visitor Information Specialist (Part-time)**

Saturday and Sunday 9 am to 5 pm

Reports to: **Operations Director**

Summary: Acts as visitor services greeter to all individuals calling or walking in requesting information about the destination.

Benefits: None

Major Responsibilities:

The major responsibilities for this position include but are not limited to:

- Maintains a working knowledge of the destination's highways, transportation systems, public and private attractions and recreation areas, events, weather conditions, accommodations and tourist attractions. Uses internet as research tool.
- Understands and uses Visit Bucks County CRM, Web Site, Trip Advisor and Live Chat.
- Assists all walk-in visitors and visitor inquiry calls promptly and informatively.
- Opens Main Gallery and Theater Exhibits daily.
- Secures building at end of day, reports any building repair needs when observed.
- Ensures that visitor information publications are well stocked in the brochure racks in the lobby, outside the lobby and on display tables; disposes of outdated materials.
- Operates retail gift shop, dust displays as needed, and submits daily reports.
- Represents Visit Bucks County at offsite events as assigned.
- Becomes Key holder for events held in building that occur before opening or after closing hours.
- Performs other duties as assigned.

Requirements:

The successful candidate for this position possesses the following skills and abilities:

- High School education and/or customer service work experience
- Strong customer service skills
- Good communication skills; excellent telephone manner
- Able to stand or sit for long periods of time while serving customers
- Strong visual skills (such as reading information on maps or brochures)
- Good time management skills and ability to function in a fast-paced, changing environment
- Self-disciplined, self-starter
- Initiative to handle routine problems
- Able to perform routine clerical tasks, has knowledge of basic computer applications. Must be physically able to operate a variety of automated machines that include a cash register, public announcement system, projection equipment, computer, etc. Must be able to lift up to 30 pounds.
- Basic knowledgeable about Bucks County and surrounding areas

Please send cover letter, resume and salary requirements to Lindad@visitbuckscounty.com. No phone calls, please.

*Visit Bucks County is the official tourist promotion agency for Bucks County.
VisitBucksCounty.com*