

# VISIT BUCKS COUNTY

*Pennsylvania*

**Job Title:** Visitor Services Assistant

**Reports To:** Visitor Services Manager

**Summary:** The Visitor Services Assistant is responsible for supporting Visitor Services Manager and providing superior customer service to the visitor by engaging with the visitor via phone, email, live chat and in person. This position is also responsible for mail fulfillment of Destination Guides, Trail fulfillment and other consumer requests for information. This part time, hourly position will be based in the Visit Bucks County offices, Monday – Friday, 10 am - 3 pm, with occasional nights and weekends.

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

- Performs general administrative functions for the department and organization and assists the Visitor Services Manager.
- Maintains a working knowledge of the destination's visitor-friendly attractions and recreation areas, towns and main streets, events and accommodations.
- Responds to all visitor inquiry calls, emails and Live Chat's promptly and informatively.
- Engages with residents and visitors on Facebook Groups and applicable social platforms by answering questions related to Bucks County events and the tourism and hospitality industry.
- Works with local and state Visitor Centers to provide information on Bucks County's tourism product and ensure they stock Visit Bucks County Destination Guides.
- Understands and utilizes the Visit Bucks County CRM, Web Site, and Live Chat.
- Implements daily leads mailing and trail distribution.
- Maintains brochure inventory.
- Maintains distribution statistics, ensuring that data is current and correct.
- Maintains daily and monthly visitor communication logs and reports.
- Represents Visit Bucks County at festivals, events and tradeshow's inside and outside the County.
- Performs other duties as assigned.

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

- Bachelor's degree or a minimum of 2 years of tourism & hospitality or customer service experience.
- Outgoing and personable with strong customer service skills.
- Able to perform routine clerical tasks.
- Familiarity of office computer software and social media.
- Proficient in Microsoft Word and Excel.
- Knowledge of Bucks County and the surrounding region's tourism and hospitality industry preferred.
- Good written and verbal communication skills.

- The ability to prioritize and handle multiple projects in fast-paced environment.
- Data entry experience.
- Flexibility to work nights and weekends.
- Possesses a valid driver's license and must be comfortable driving a large cargo van sized vehicle.
- Must be able to lift up to 30 pounds.
- A sense of humor.

**Pease send cover letter, resume and salary requirements to [Jobs@VisitBucksCounty.com](mailto:Jobs@VisitBucksCounty.com).**

**No phone calls, please.**

*Visit Bucks County is the official tourism promotion agency for Bucks County.*

*VisitBucksCounty.com*