

## Visit Cheyenne Customer Service Specialist Job Description (4/2019)

**TITLE:** Customer Service Specialist (part-time) – hourly salary

Reports to: Director of Operations (day-to-day), CEO (ultimate authority)

**Duties:** Provides information and assistance to visitors of the Cheyenne area. Maintains Visitor Center as an interesting and informative attraction within the Cheyenne Depot. Performs administrative, public relations, and sales duties.

Work schedule Weekend daytime hours in Depot Visitor Center. Some limited evenings (5pm until 7 pm) during June-August depending on staffing needs, and Monday holidays.

### Customer Service

- Acknowledge and greet all visitors by standing and responding in a positive manner and offering assistance. Make visitors feel welcome. Leave the visitor with a better understanding of our area.
- Answer questions, provide collateral, and encourage visitors to stay in Cheyenne, ride the trolley, visit attractions, and attend events. LISTEN to understand visitor needs.
- Answer all phone calls possible, answers questions, takes requests, and transfers calls as appropriate. However, make in-person visitors a priority over the phone.
- Direct building visitors to the Cheyenne Depot Museum, Downtown Development Association, Chamber of Commerce, and Cheyenne LEADs as appropriate.
- **Sell trolley tickets and other attraction tickets as available and appropriate.**
- Assist Director of Operations in accounting for ticket revenue, county ticket sales drawer.
- Monitor and control the Visitor Center electronic kiosks and photo kiosk.

### Statistics

- Record visitor numbers on hand counter. Maintain records on all Cheyenne inquiries, via phone, mail, email, visitors or magazine referral requests.

### Mailings and Requests

- Prepare bulk mailings for Visit Cheyenne.
- Assemble brochures and giveaway items, for groups as requested.

### General Information

- Assist in maintaining a clean and professional environment in the Visitor Center. Keep brochure racks stocked. Must be able to lift and distribute brochure boxes.
- Ability to draw, diagram, write or map simple directions.
- Work on special events as needed (example: New Year's Eve Ball Drop)

### Suggested Experience:

- Knowledge of the travel industry and personal contacts in the industry are a plus.
- Ability to speak, write and communicate with all aspects of the general public.
- Ability to deal with people from all walks of life.
- Pleasant and helpful personality, good sense of humor, ability to smile and be outgoing.
- High School graduate or equivalent. Computer literate with working knowledge of MS Word and Excel.
- Light knowledge of bookkeeping and cash register/balance experience.
- Self-starter who budgets time and energy, is responsible for deadlines, and is creative in seeking new and better solutions to accomplish goals and solve problems.
- Enthusiasm for Laramie County with extensive knowledge of benefits of the resources within the county.

Starting at \$12.00/hour

Send resume to Jill Pope ([jill@cheyenne.org](mailto:jill@cheyenne.org)) or:

Visit Cheyenne

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