



Job Title: Visitor Center Associate

Location: Hapeville's Visitor Center in the Historic Train Depot and Museum

Hours Per Week: Part-time Thursday – Saturday, 11am – 5pm, Max: 18 hours

QUALIFICATIONS

Candidates should have a minimum of 1 years Customer Service, Marketing or Communication Experience, minimum of 1 year College Education

- Salary Range: \$15.00/hour
- Performance Review: Formal review after 90 days month and then annually
- This position reports to Director of Convention Services

MAJOR RESPONSIBILITIES

1) Provide Superior Guest Relations

- A. Greet guests, offer assistance
- B. Hand out informational materials such as brochures and maps
- C. Answer guest questions and requests
- D. Use all available resources in assisting guests, computer, phone, etc.
- E. Maintain positive, energetic attitude
- F. Encourage guests to fill out survey forms as needed
- G. Maintain neat and clean appearance

2) Maintain extensive knowledge of the Area:

- A. Update reference book with new business listings, phone numbers, websites and any other pertinent information
- B. Participate in property tours and training programs as needed to remain current

3) Maintain open communication with all staff and Manager:

- A. Document and relate negative guest relations immediately for quick resolution with manager
- B. Document and relate positive guest relations for public relations purposes

4) Maintain accurate paper work & reports:

- A. Update vendor & hotel logs monthly
- B. Update visitor guide inquiries
- C. Assist in Duties assigned by Manager
- D. Ability to multi task

5) Maintain cleanliness of Location:

- A. Restock brochure racks as needed or daily
- B. Keep an inventory list on brochures in stock and order as needed
- C. Clean all areas of the VC as needed or daily
 - Dust
 - Sweep
 - Vacuum
 - Windows/doors
 - Pick up trash around center

CRITICAL SKILLS NEEDED TO MEET RESPONSIBILITIES

- Customer Focus
- Performance
- Teamwork - Quality of Work - Dependability
- Work weekends and holidays
- Communication Skills
- Resourcefulness
- Computer Skills
- Positive Attitude

* ATL Airport District reserves the right to add or delete duties as necessary