

JOB TITLE: **VISITOR SERVICES**

REPORTS TO: **OPERATIONS MANAGER**

DEPARTMENT: **Welcome Center**

CLASSIFICATION: Part-Time (less than 30 hours per week)

GENERAL PURPOSE:

This position is designed to be a key leader of the Durango Welcome Center (DWC) and Visit Durango (Durango Area Tourism Office). The purpose of the job is to effectively promote Durango area tourism through helping visitors maximize their time in our region. A majority of the time, this position will serve at the front desk, answering questions, providing information about visiting Durango, and handing out materials. Other requirements include, but are not limited to, building cleaning, stocking, rotating, inventory and updating information. This individual will also assist the Executive Director and Operations Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Welcome Center Visitor Services:
 - i) Serve as the Durango & La Plata County expert for visitors
 - ii) Keeps a pulse on the La Plata County tourism industry. Keeps track of openings, closures, business changes, and conducts partner outreach
 - iii) Greet and assist visitors, answer phones, answer website Live Chat
 - iv) Direct opening and closing procedures
 - v) Monitor inventory and maintain brochure & magazine stock
 - vi) Assist with office printing, making copies, filing, note-taking, light cleaning, etc.
 - i) Oversee mail, shipping, and receiving of products and supplies
 - ii) Manage inventory & Organization
 - iii) Monitors business listings on Durango.org and ensures all information is up-to-date and accurate
 - i) Provides high-quality hospitality services to visitors, groups, events, competitions, and promotions

JOB QUALIFICATIONS

Proficient in...

1. Computer and phone skills
2. Communication and customer service
3. History of dependability and independence.

4. Ability to be responsible for your own shifts.
5. Bonus: Word, Sling, Google Drive, Square

WORK SCHEDULE:

Typically: 9am–5pm. 1 weekend per month minimum.
Occasional nights and weekends.

EXPERIENCE PREFERRED:

1. Customer service experience
2. Extensive knowledge of Durango and surrounding areas
3. Experience in serving and working with large groups of people

EMPLOYMENT PACKAGE:

- Part time <30 hours per week
- Hourly wage of \$12.50

WORK ENVIRONMENT:

Candidates must be able to focus in an open work space. Position requires hearing, talking, sitting, standing, walking stairs, lifting up to 45 lbs.

To apply, send a cover letter and resume to: careers@durango.org by March 19th, 2021.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as established to meet the ongoing needs of the organization.

Visit Durango is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), sexual orientation, gender identity, national origin, disability, marital status or status as a U.S. Veteran.