**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 by helping visitors maximize their time in our region. Most 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, creating marketing material, and updating information. This individual will also assist the Operations Manager and Visitor Services Administrator.

**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, and business changes, and conducts partner outreach
   iii) Assists with office material, information, and visitor handouts
   iv) Provides feedback on marketing and print materializes
   v) Assists in the creation and content of seasonal itineraries and marketing documents
   vi) Greet and assist visitors, answer phones, answer website Live Chat
   vii) Direct opening and closing procedures
   viii) Monitor inventory and maintain brochure & magazine stock
   ix) Assist with office printing, making copies, filing, note-taking, light cleaning, etc.
   i) Oversee mail, shipping, and receiving of products and supplies
   ii) Input upcoming events on Durango.org
   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 shifts.
5. Bonus: Word, Sling, Google Drive, Square

**WORK SCHEDULE:**

Typically: 9am–5pm– 1 day per weekend required
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 $15–19 per hour (DOE)

**WORK ENVIRONMENT:**

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

In compliance with Colorado’s Equal Pay for Equal Work Act (EPEWA) we are disclosing the compensation for this position. Factors that may be used to determine your actual salary may include your specific skills, years of experience in this field, and in comparison to other employees already in this role. A potential new employee’s salary history will not be used in a compensation decision.

*To apply, send a cover letter and resume to: brooke@durango.org.*

**NOTE:** This job description is not intended to be all-inclusive. Employees 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.