

<b>Job Title</b>	Visitor Services Specialist
<b>Job Category</b>	Information Services
<b>Reports To</b>	Director of Visitor and Partner Services
<b>Summary</b>	Visit Fort Wayne is Allen County’s destination marketing organization. We promote Fort Wayne as a leisure destination and love to share all there is to see and do in our community. The Visitor Services Specialist is the front line of our organization – bringing Hoosier Hospitality to our visitors!
<b>Duties &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintains a well-informed, working knowledge of tourism assets and services available in Fort Wayne/Allen County.</li> <li>• Assists the Director of Visitor and Partner Services with Visitors Center operations including the preparation, production, and distribution of the annual Visitors Guide.</li> <li>• Greets and helps all visitors/clients who come to Visit Fort Wayne with a welcoming demeanor.</li> <li>• Answers incoming calls on multi-line system quickly and efficiently. Communicates with callers in a professional, friendly, and helpful manner.</li> <li>• Maintains and balances cash drawer at the beginning and end of each day. Handles Visitors Center merchandise sales with Square register.</li> <li>• Receives packages, mail, and miscellaneous deliveries and distributes to appropriate individuals.</li> <li>• Compile, update, and maintain brochures/helpfuls about attractions, festivals, and community events. Develops specialized visitor information as needed with marketing department.</li> <li>• Responsible for ordering and working with vendors for the Visitors Center store. Monitors and maintains inventory merchandise and processing invoices in Square software.</li> <li>• Tracks each visitor and phone inquiry in our CRM daily.</li> <li>• Compiles and maintains supply of Relocation Packets.</li> <li>• Works with the Director of Visitor and Partner Services in supervising part time Visitor Services Specialists.</li> <li>• Maintains a cohesive working relationship with area CVB personnel.</li> <li>• Produces and updates Visitors Center procedure manual.</li> <li>• Maintains a clean and tidy Visitors Center and keeps the back storage room organized with the aisles clear.</li> <li>• Assists other Visitor Services Specialist with tasks as needed.</li> <li>• Other duties as assigned.</li> </ul>

<p><b>Ideal Candidate Possesses the following:</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Fort Wayne/Allen County with desire/ability to learn.</li> <li>• Highly organized, strong attention to detail, and creative.</li> <li>• Welcoming to all visitor/client audiences.</li> <li>• Strong social skills with an eagerness to share what all there is to see and do in Fort Wayne/Allen County.</li> <li>• Excellent customer service and communication skills.</li> <li>• Team player and collaborates well within the Visitors Center Department.</li> <li>• Proficient with Microsoft Word, Excel, and accessing the internet.</li> <li>• Flexible and able to adjust to changing tasks, conditions, and circumstances.</li> <li>• Experience with multi-line telephone system a plus.</li> <li>• A personal commitment to excellence and professionalism.</li> <li>• Retail or customer service experience.</li> </ul>	
<p><b>Requirements</b></p>	<ul style="list-style-type: none"> <li>• Able to stand or sit for extended periods of time while helping customers</li> <li>• Strong visual skills (such as reading information on maps or brochures)</li> <li>• Flexible working Tues-Saturday in summer if needed.</li> </ul>	
<p><b>Benefits</b></p>	<ul style="list-style-type: none"> <li>• Employee Medical Insurance or Medicare Secondary Insurance.</li> <li>• Dental Insurance</li> <li>• Vision Insurance</li> <li>• Long Term and Short-Term Disability Insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Life and Accidental Death and Dismemberment Insurance</li> <li>• Paid Parking</li> <li>• Paid Professional Development</li> <li>• 11 Paid Holidays</li> <li>• YMCA Optional Discounted Membership</li> </ul>
<p><b>Hours</b></p>	<p>Monday – Friday 8 am – 5 pm; (September - April); Tuesday-Saturday 8am-5pm (May-September)</p>	
<p><b>Salary</b></p>	<p>Full-time hourly position.</p>	