

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

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