

<b>Job Title</b>	Visitor Center Representative –SEASONAL/PART TIME
<b>Department</b>	Industry Partners & Visitor Services
<b>Reports To</b>	Director of Visitor and Partner Services
<b>Organization Summary</b>	Visit Fort Wayne (VFW) is Allen County’s official destination marketing organization. We promote Fort Wayne as a destination for leisure, group, convention, and sports travel and lead destination development efforts.
<b>Job Summary</b>	The Visitor Services Specialist is the front line of our organization – bringing Hoosier Hospitality to our visitors!
<b>Responsibilities</b>	<p>Maintains a well-informed, working knowledge of the attractions and services available in Fort Wayne/Allen County.</p> <p>Greets and helps all visitors/clients who come to Visit Fort Wayne with a welcoming demeanor.</p> <p>Answers incoming calls on multi-line system quickly and efficiently.</p> <p>Communicates with callers in a professional, friendly, and helpful manner.</p> <p>Maintains and performs cash register duties including opening/closing, ringing merchandise, determining change, and processing payments with our Square POS System.</p> <p>Tracks each visitor and phone inquiry in our CRM.</p> <p>Ensures that visitor information publications are well stocked in the brochure racks.</p> <p>Acts as administrative support for the Visitors Center and Partnership and other departments when needed.</p> <p>Other duties as assigned.</p>
<b>Knowledge, Skills &amp; Abilities</b>	<p>Knowledge of Fort Wayne/Allen County with desire/ability to learn.</p> <p>Highly organized, strong attention to detail, and creative.</p> <p>Welcoming to all visitor/client audiences.</p> <p>Strong social skills with an eagerness to share what all there is to see and do in Fort Wayne/Allen County.</p> <p>Excellent customer service and communication skills.</p>

	<p>Proficient with Microsoft Word, Excel, and accessing the internet.</p> <p>Flexible and able to adjust to changing tasks, conditions, and circumstances.</p> <p>Experience with multi-line telephone system a plus.</p> <p>A personal commitment to excellence, professionalism, and a healthy work culture.</p> <p>Able to stand or sit for extended periods of time while helping customers.</p> <p>Strong visual skills (such as reading information on maps or brochures)</p>	
<b>Education &amp; Work Experience</b>	Retail or customer service experience preferred.	
<b>Benefits</b>	<ul style="list-style-type: none"> <li>● Paid Parking</li> </ul>	<ul style="list-style-type: none"> <li>● Training Made Available</li> </ul>
<b>Hours</b>	Saturdays starting May 11 and ending September 7. Hours will be 9AM-4PM. Will not require working all Saturdays. May include additional hours Monday-Friday 8 am – 5 pm as needed/if available. Maximum 29 hours per week.	
<b>Salary</b>	Hourly, Non-exempt, Part Time Position	
<b>Equal Opportunity Employer</b>	Visit Fort Wayne is an equal employment opportunity employer.	
<b>Pre-Employment Requirements</b>	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.	