

VISIT FORT WORTH

Visitor Center Assistant Manager

JOB DESCRIPTION

JOB TITLE: Visitor Center Assistant Manager

DEPARTMENT: *Visitor Services/Marketing*

POSITION REPORTS TO: Senior Manager Visitor Services

EXEMPT OR NON-EXEMPT : Non-Exempt (Part-time Position)

ABOUT VISIT FORT WORTH Visit Fort Worth is a 501(c)6 nonprofit organization dedicated to enhancing the image, economy and quality of life of Fort Worth. The visitor services organization is composed of employees and volunteers having professional roles in destination marketing, visitor services, convention sales, partnership development, and ancillary support.

JOB SUMMARY: Proactively greet and engage visitors to our centers. Refer attractions, events, amenities and services specifically related to visitors' inquiries. Recommend additional or alternative destinations as options. Answer incoming calls. Assist managers with daily operations at both the Stockyards Visitor Center and the Main Street Visitor Center in Sundance Square.

Thorough personal knowledge and training, have a detailed knowledge of key visitor attractions in Fort Worth, especially the Stockyards, Downtown and Cultural District, with a focus on dining, entertainment and how visitors can get to these areas.

Greet visitors with a friendly, customer-first attitude. Your No. 1 goal is to help them discover Fort Worth. Empathize with any problems or concerns.

Have a detailed knowledge of hours of operation and schedules of events for the city's leading visitor attractions.

Have a general knowledge of the major destination districts in Fort Worth beyond those in which our centers are located:

- Cultural District
- Near Southside
- West 7th
- Camp Bowie
- Panther Island
- TCU & Zoo
- Texas Motor Speedway & Alliance

Have a general knowledge of road systems throughout Fort Worth and the DFW metroplex more broadly in the effort to direct visitors to desired destinations.

Maintain information desks and amenities provided at our visitor centers. Maintenance includes the following:

Boost from back-stock brochures and other amenities provided to visitors as well as dispose of those which are out-of-date.

Notify visitor center managers when stock is noticeably low or is anticipated to run low.

Keep all amenities at information desks organized and easily accessible.

See that back-stock and utilities kept in storage units are squared away and secured by shift's end.

Maintain merchandise levels (Main Street Visitor Center only) and give high priority to inventory-counts each week.

Keep visitor center environments clean and presentable.

Assist managers in gathering visitor data, namely visitor-counts and visitor information via sign-in opportunities, and assist with the entry of data into relevant databases.

Assist the Visitor Services department with filling information packets for leads in the travel and tourism industry.

Maintain effective communication with the Senior Manager of Visitor Centers as well as with other visitor center managers, assistants, and volunteers.

Participate in and support the training of new staff.

Assist visitor center managers in staffing and overseeing events as needed.

Be flexible with working days and hours.

Attend occasional industry-related meetings at the Visit Fort Worth main office, located downtown.

Perform other related duties and projects as assigned.

POSITION QUALIFICATIONS:

Education - Graduation from high school or educational equivalent. Some college is preferred

Experience - One year of one the following areas of job experience is preferred:

Administrative or clerical office experience.

Sales-floor experience in a retail setting.

Experience as a docent in one of the following settings:

Museum

Cultural heritage institution

Historic site

Zoo or nature preserve

Thematic amusement venue

Experience with visitor engagement in the tourism industry.

Special Skills - Must have a basic knowledge of computers and of some basic software programs such as Microsoft Word and Microsoft Excel. Good interpersonal communication skills and a proclivity to engage people in a professional setting with a positive attitude and with pleasant rapport are essential.

WORKING CONDITIONS:

The position requires excellent communication skills using Business English. The ability to establish and maintain effective working relationships with others, work independently, meet schedules and deadlines, plan and organize work is also required. The work conditions include irregular hours subject to varying situations and occasional interruptions. Working on multiple projects and priorities is also required.

RESPONSIBILITY FOR THE WORK OF OTHERS:

None.

PHYSICAL DEMANDS:

- Sitting - Frequent
- Standing - Frequent
- Walking - Frequent
- Lifting - Occasional (heavy, 50 lbs.)
- Carrying - Occasional (heavy, 50 lbs.)
- Pushing - Occasional (heavy, 50 lbs.)
- Pulling - Occasional (heavy, 50 lbs.)
- Reaching - Frequent
- Handling - Frequent
- Kneeling - Occasional
- Stooping - Occasional
- Crouching - Occasional
- Bending - Occasional