



Visitor Experience Manager

JOB DESCRIPTION

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| JOB TITLE | Visitor Experience Manager |
| DEPARTMENT | Convention Sales & Services |
| POSITION REPORTS TO | Director, Convention Services & Events |
| EXEMPT OR NON-EXEMPT | Exempt |
| SUMMARY | <p>Responsible for the visitor experience with various assets such as a mobile visitor center and technology that delivers information. Approaching all customers & visitors in a service-oriented manner and enhancing the visitor experience while in Fort Worth. Assignments include communications, scheduling mobile visitors center & staffing, managing assets, meetings, and assembling and delivery of materials.</p> <p>Work toward the goals of Visit Fort Worth and the Fort Worth Sports Commission while living out the core values of the organization: respect, trust, hospitality, accountability, collaboration, and innovation.</p> |

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- Always provide the highest level of customer service to visitors and customers in person and by phone.
- Manage day-to-day scheduling of information desks, retail assets, mobile visitors center, etc. including inventory, merchandise controls, and providing materials to customers.
- Manage the scheduling of information desk staff at Fort Worth Convention Center and maintain proper inventory levels.
- Provide ongoing training, including updates on all area attractions, restaurants, hotels, etc. staying up to date on all things Fort Worth.
- Support the VFW team with activations at trade shows, large events, and conferences, including shipping materials, event planning, and logistics.
- Maintain effective internal and external communication with the Visit Fort Worth team and destination partners, performing requested duties with professional and knowledgeable assistance.
- Maintain a professional dialogue with Fort Worth hotel partners to include being a liaison for hotel sales personnel to ask questions and request information with regards to leads, best practices, and use of VFW

CRM (currently Simpleview).

- Maintain departmental CRM listing updates/reports
- Deliver materials as needed to hotel and destination partners, which requires lifting
- Other duties and projects as assigned

RESPONSIBILITY OF OTHERS: This position has no direct reports.

POSITION QUALIFICATIONS:

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| Education: | Bachelor's degree required or equivalent industry experience. |
| Experience: | 3+ years minimum experience related to tourism. Customer service experience especially with a tourism office, hotel, attraction, or event company is a plus. |
| Special Skills: | Knowledge about the City of Fort Worth and its attractions, facilities, and other activities. Must have computer knowledge and experience with basic software programs. |

WORKING CONDITIONS:

The position requires strong communication and interpersonal skills to engage the public and lead your team with tact, patience, and diplomacy. The ability to understand and follow oral and written directions, work cooperatively with others and work independently is also required. The position also requires the ability to meet schedules and timelines, and plan and organize work. The work conditions involve irregular hours (some nights and weekends) subject to occasional interruptions, and varying and unpredictable situations. The position also requires regular travel around Fort Worth and, occasionally, to other markets. The position is physically demanding.

PHYSICAL DEMANDS:

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