



Visitor Information Specialist

JOB DESCRIPTION

JOB TITLE	Visitor Information Specialist
DEPARTMENT	Convention Services & Events
POSITION REPORTS TO	Director, Convention Services & Events
EXEMPT OR NON-EXEMPT	Non-Exempt – Part Time

POSITION OVERVIEW:

The Visitor Information Specialist plays a crucial role in representing Fort Worth to visitors, promoting local attractions, accommodations, and dining options. They serve as the initial point of contact for tourists, providing them with valuable information to enhance their experience in the city. Additionally, this position supports the Convention Services team in ensuring that visitors have a seamless and enjoyable time during their stay.

DURATION:

This position has a max of 20 hours a week. Shifts will be at the Convention Center, Fort Worth Downtown Hotels, and other local events. The potential for additional hours will vary. All shifts will include paid parking.

RESPONSIBILITIES:

- Greets all customers & visitors in a service-oriented manner to enhance the visitor experience.
- Provide information and recommendations for Fort Worth to visitors.
- Assists the Visitor Experience Manager with keeping the kiosks and mobile visitor center stocked with destination collateral.
- Answers visitors' questions and inquiries courteously and professionally.
- Able to discuss restaurants, hotels, and attractions in Fort Worth.
- Assists with the sale of locally sourced and crafted items when activated.
- Assists with set-up and breakdown of the kiosks or the mobile visitor center.

POSITION QUALIFICATIONS:

- Passion for Fort Worth.
- Must know or be willing to learn about what Fort Worth offers to visitors.
- Strong interpersonal, communication, and customer service skills.
- Punctuality and adhering to a work schedule are essential.
- Willing and able to work a flexible schedule.
- Basic computer, iPad, and phone skills.

RESPONSIBILITY OF OTHERS: This position has no direct reports.



WORKING CONDITIONS:

The position requires effective communication and people skills to engage the public. The ability to work independently with long periods of sitting at a desk or booth. The potential for irregular hours (some nights and weekends) and the potential for travel around Fort Worth.

ABOUT VISIT FORT WORTH:

Visit Fort Worth is the official destination marketing organization of the 13th-largest city in the United States, dedicated to promoting Fort Worth as a premier business and leisure destination with thriving centers of creativity, culture, and commerce. Visit Fort Worth is the parent organization of The Fort Worth Herd, the Fort Worth Film Commission, the Fort Worth Sports Commission, and the music initiative Hear Fort Worth.

PHYSICAL DEMANDS:

- Sitting - Frequent
- Standing – Frequent
- Walking - Frequent
- Lifting - Frequent (light, 20 lbs.)
- Carrying - Occasional (medium, 20-30 lbs.)
- Pushing - Occasional (medium, 20-30 lbs.)
- Pulling - Occasional (medium, 20-30 lbs.)
- Reaching - Occasional
- Handling - Frequent
- Kneeling - Occasional
- Stooping - Occasional
- Crouching - Occasional
- Bending - Occasional