

**FREDERICKSBURG CONVENTION & VISITOR BUREAU
JOB DESCRIPTION**

POSITION: **Visitor Information Center Destination Experience Specialist – Part-Time**

STATUS: Non-exempt

EDUCATIONAL REQUIREMENTS: High School Diploma or Equivalent

REPORTS TO: Visitor Information Center Manager

FUNCTION: Greet all persons entering the Visitor Information Center, distributing brochures, and providing verbal information as requested. Assist with incoming phone calls. Effectively gather information to be passed to the full-time staff.

DUTIES AND RESPONSIBILITIES:

1. Greet all visitors, providing comprehensive information to assure a quality experience in Fredericksburg and Gillespie County to encourage repeat visitation. Accurately record number of visitors.
2. Answer incoming calls as possible, recording requests for information. Accurately record number of phone calls.
3. Communicate effectively with VIC Manager.
4. Attend the monthly staff meeting.
5. Maintain tidiness and inventory of VIC, restocking brochures as needed.
6. Maintain and update personal knowledge of new attractions, restaurants, shops, lodging options, meeting facilities, etc.

RESPONSIBILITY AND AUTHORITY:

The Destination Experience Specialist is responsible to the Visitor Information Center Manager. He/she is responsible for greeting all visitors and providing comprehensive information on Fredericksburg, Gillespie County, and the Texas Hill Country to assure a quality experience and to encourage repeat visitation.

REQUIREMENTS:

1. Comprehensive knowledge about Fredericksburg, Gillespie County, the Hill Country and Texas.
2. Must be able to work on weekends and holidays.
3. Professional dress and appearance.
4. Ability to lift and carry boxes up to 40 lbs.
5. Must be computer literate.
6. Must have a valid Texas driver's license.
7. Must have reliable transportation.

HOURLY PAY: TBD

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