

Golden Isles Convention & Visitors Bureau

Job Title: Golden Isles Information Specialist

Department: Operations

Reports to: Operations Management

Classification: Part-time

SUMMARY

The Golden Isles Convention and Visitors Bureau is a nationally recognized destination marketing organization dedicated to promoting tourism in Glynn County, Georgia. The CVB operates Welcome Centers in 2 locations in Glynn County, GA. The Information Specialist represents the Golden Isles in both centers and on the phone assisting visitors with questions about travel in the Golden Isles.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Perform various customer service-oriented duties to educate and assist visitors with information about the Golden Isles.
- Greets visitors in a professional and inviting manner and provides information in person, via telephone, direct mail, and email in a friendly, helpful, and thorough manner.
- Maintain a working knowledge of the Golden Isles' tourism inventory including accommodations, retail, restaurants, attractions, events, exhibits, and other items related to tourism services.
- Ensure the Welcome Center(s) is stocked with brochures and other informational materials and respond to any email requests for area information.
- Utilizes the internet to provide detailed information and directions for visitors to the Golden Isles.
- Works collectively with fellow staff members from all departments at the Golden Isles CVB.
- Assists in the daily cleaning of the facility, such as vacuuming, dusting, and stocking of supplies.
- Assists customers in the Live Oak Shop to include the operation of the Square POS system.
- Requires the ability to exercise consistent tact and courtesy when in frequent contact with various professionals, county staff, and the public.

QUALIFICATIONS

- Four-year college degree
- 2 + years of experience in customer service or public relations
- Excellent written and oral communication skills; excellent analytical skills
- Proficiency in Microsoft Office (Word, Excel, Publisher, Outlook, PowerPoint, Teams, etc.)
- Proficiency in Square Point of Sale or equivalent software
- Highly organized with all aspects of work, both digital and paper
- Ability to lift 30 pounds safely and adequately to waist height and carry as required
- Ability to walk and/or stand for extended periods of time

COMPENSATION

- Compensation is based part-time status along with experience level.

CONFIDENTIAL INFORMATION

This position has access to confidential information that may include financial, personnel, clients, contracts, passwords, codes, etc. Employees are expected to comply with CVB policies, and all legal requirements related to confidential information.

NOTE: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this position. These statements are not intended to be construed as a complete list of all responsibilities, duties and skills required. The employee must be flexible regarding changing policies and procedures as well as varying deadlines.