

# **JOB DESCRIPTION**

## Visitor Information Specialist Golden Isles Welcome Center

Classification: Exempt, Non-exempt, Part Time / Full Time  
Qualifications: High School Diploma, knowledge of Golden Isles area, excellent communication and customer service skills  
Benefits Package: Refer to Handbook  
Performance Review: Formal review after 1 month and then every 6 months.

This position reports to the Visitor Center Manager. There are no supervisory duties. Exact working hours and days are to be determined and weekends/occasional holidays are a mandatory expectation. This position is for the St. Simons Island Welcome Center.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- 1) Provide Superior Guest Relations
  - A. Greet guests, offer assistance at both Visitor Center locations.
  - B. Respond to inquiries and the needs of walk-in-visitors, telephone & website requests.
  - C. Use all available resources in assisting guests, computer, phone, etc.
  - D. Hand out informational materials such as brochures and maps.
  - E. Make lodging and activity reservations.
  - F. Keep record of daily visitors and input data collected into spreadsheet document.
  - G. Document and relate negative guest relations immediately for quick resolution with manager.
  - H. Maintain neat and clean appearance.
  - I. Maintain positive, energetic attitude.
  - J. Move efficiently between different locations while maintaining accurate information.
  - K. Assist with brochure inventory and maintaining storage of brochures
  - L. Complete assigned cleaning duties assigned by Visitors Center Manager.
  
- 2) Maintain extensive knowledge of the Area
  - A. Maintain a working knowledge of the Golden Isles tourism inventory including accommodations, retail, restaurants, attractions, events, exhibits, seasonal venues, and related tourist services that are available.
  - B. Update reference book with new business listings, phone numbers, prices and any other pertinent information
  - C. Participate in new property tours and training programs as needed to remain current
  - D. Update reference manuals as needed.
  - E. Participate in regular company training.

- 3) Gift Shop Outline
  - A. Greet customers and ascertain what each customer wants or needs.
  - B. Retail sales, cash register operation and handling monetary transactions.
  - B. Perform opening and closing procedures each shift.
  - C. Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
  - D. Replenish inventory as needed.
  
- 4) Other Requirements
  - A. Must be able to work flexible hours to include some weekends and holidays. Hours may vary due to peak and off-seasonal periods.
  - B. Experience working under stressful conditions, managing time, prioritizing initiatives, multi-task effectively producing top quality work.
  - C. Excellent communication skills with the ability to effectively present information and respond to questions from the general public.
  - D. Must be able to efficiently operate multi-functional phone system, computer, Microsoft Word & Excel, and POS system/cash register.
  - E. Attend regularly scheduled staff meetings, workshops, and training sessions.
  - F. Other duties as assigned.

### **CRITICAL SKILLS NEEDED TO MEET RESPONSIBILITIES**

- |                              |                        |
|------------------------------|------------------------|
| - Customer Focus             | - Communication Skills |
| - Performance                | - Resourcefulness      |
| - Teamwork                   | - Quality of Work      |
| - Dependability              | - Computer Skills      |
| - Work weekends and holidays | - Positive Attitude    |

\* GIVB reserves the right to add or delete duties as necessary.