

Title: **Welcome or Visitor Information Center (VIC) Specialist**

Classification: Part-Time or Full Time Position

Qualifications: A minimum of 1 year customer service and/or retail experience. Minimum of College Associate degree. Good communication skills, both written and verbal. Comfortable and able to speak with guests in a group or one-on-one. Able to act professionally in interactions with partners, visitors, and public. Competent computer user for data entry and search. Able to work a retail purchasing system (POS) or do retail as trained.

Salary & Benefits: Hourly Position Based Upon Education and Experience. Full-time staff qualify for additional benefits including health insurance, vacation time and designated paid holidays.

Review: Initial 30-60-90 days reviews during an introductory period. Formal review after 3 months, as needed, and then annually thereafter.

Reports to: Welcome Center Team Lead and/or Supervisor and Director of Operations

Hours: Exact working hours, days and location are to be determined by company needs. The schedule will include weekdays, weekends, and specified holidays.

JOB DESCRIPTION SUMMARY:

This unique position is an opportunity to work for one of the top official destination marketing organizations in the country that is dedicated to promoting tourism in Glynn County, Georgia. This role represents the Golden Isles Convention & Visitor's Bureau (GICVB) both on the phone and in person. It is vital to the operation of the Welcome Center portion of the Company and requires hospitable greeting and building appropriate rapport with visitors and vendors. Additional duties include but are not limited to, daily activities of the Welcome Center, data entry for reports, restocking and tracking brochures, and complying with Company programs and policies. Maintains the highest standards of excellence in the company with a positive, productive, and professional attitude.

This position will be trained to work at all centers, with the ability to float between centers as needed. Works regular scheduled hours both during the week and on occasional weekends at a primary Welcome Center, and the sister location to cover the schedule.

Please submit a resume and cover letter with salary requirements to Goldenislesjobs@gmail.com

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1) Welcome Center (SSI and I-95 Welcome Center)
 - A. Greet guests in a welcoming, hospitable manner and maintain “ready to serve” presence
 - B. Hand out informational materials such as brochures and maps
 - C. Assist visitors with activity, hotel, restaurant recommendations, and reservations when possible
 - D. Maintain a neat and clean appearance throughout the welcome center. Clean areas daily or as needed, including vacuuming rugs, cleaning windows, sanitizing counters and door handles, etc.
 - E. Answer and anticipate visitor questions and requests
 - F. Restock brochure racks inside and out as needed or daily
 - G. Keep inventory list on brochures in stock and order as required per brochure fulfillment process
 - H. Learn the names and personally recognize our regular partners and Board of Directors
- 2) Area Knowledge
 - A. Maintain a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding the Golden Isles
 - B. Update reference book with new business listings, phone numbers, and other pertinent information
 - C. Participate in regular company training, All Staff meetings, and offered tours to remain current
 - D. Become an expert in all areas of information and guest services, providing accurate information
- 3) Retail (at SSI Welcome Center)
 - A. Assist visitors with merchandise sales up selling where possible
 - B. Open and close cash registers, counting money, separating charge slips, creating transactions, balancing cash drawers, and making deposits
 - C. Maintain the availability of merchandise in a clean and orderly fashion
 - D. Assist with merchandising and display arrangements
 - E. Accountable for the accurate processing of cash and charge transactions for merchandise in the POS (point-of-sale) system using credit cards and cash payments (at SSI Retail).
- 4) Employee/Community Relations
 - A. Document and relate both positive and negative visitor relations; promptly pass any negative reviews or incidents to the appropriate supervisor or Director of Operations.
 - B. Uphold and ensure compliance with all company and departmental policies and procedures
 - C. Work with vendors, partners, consigners, GDOT, County employees, security and police officers, and others in the community with respect and assistance

Operations & Communications

- Assist the Team Lead and Supervisor in taking inventory and determining the need for office supplies
- Comply with the safety program. Work with Team Lead to ensure that office area, kitchen, bathroom, storeroom, and showroom are safe for staff and visitors.
- Assist in completing incident reports for any issues personally seen and/or reviews incident reports completed by staff and makes sure follow-up and communication are conducted promptly in the absence of the Team Lead and Welcome Center Supervisor.
- Brainstorm and suggest ideas to improve visitor presence and make Golden Isles the destination of choice for travelers.
- Work with the Team Leads to order brochures from State Welcome Centers and Explore GA.
- Communicate clearly to Welcome Center Team Leads, Supervisor, and Director of Operations, any suggestions for improvements or changes to policy, schedules, use of funds, or addressing HR functions
- Assist with coverage of either Welcome Center as needed and requested by the Team Lead, Supervisor, and/or Director of Operations.

Miscellaneous

- Perform other duties as assigned.
- Maintain confidentiality of sensitive organization, employee, customer, guest, or location information.
- Conduct oneself positively and professionally and act as a role model for fellow staff members.
- Ability to lift 30 lbs. properly and safely to waist height and carry.
- Ability to stand for extended periods of time.