

Welcome Center Specialist

Classification: Non-exempt, Seasonal - Part Time
Qualifications: High School Diploma, knowledge of Golden Isles area, excellent communication and customer service skills, retail.
Salary Range: Depends upon experience

This position reports to the Operations Manager. There are no supervisory duties. Exact working hours and days are to be determined and weekends or occasional weekends and holidays are a mandatory expectation. This position will be trained for all centers, with the ability to float between centers as needed.

MAJOR RESPONSIBILITIES:

- 1) Welcome Center
 - A. Greet guests in a welcoming, hospitable manner
 - B. Hand out informational materials such as brochures and maps
 - C. Assist visitors with activity, hotel, and restaurant recommendations and reservations as needed
 - D. Maintain neat and clean appearance throughout the welcome center
 - E. Answer and anticipate visitor questions and requests
 - F. Restock brochure racks inside and out as needed or daily
 - G. Keep an inventory list on brochures in stock and order as needed
 - H. Clean all areas of the VIC daily
 - I. 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, prices and any other pertinent information
 - C. Participate in new property tours and training programs as needed to remain current
 - D. Participate in regular company training
 - E. Be an expert in all areas of information and guest services, providing accurate information
- 3) Retail
 - A. Greet visitors, making them feel comfortable and welcome
 - B. Assist visitors with merchandise sales, up selling where possible
 - C. Open and close cash registers, counting money, separating charge slips, creating transactions, balancing cash drawers, and making deposits
 - D. Maintain the availability of merchandise in a clean and orderly fashion
 - E. Assist with merchandising and display arrangements
 - D. Accountable for the accurate procession of cash and charge transactions for merchandise in the POS (point-of-sales) system using credit cards and cash payments
- 4) Employee/Manager Relations
 - A. Document and relate negative visitor relations immediately for quick resolution with managers.
 - B. Uphold and ensure compliance with all company and departmental policies and procedures
 - C. Document and relate positive visitor relations for public relations purposes
- 5) Other duties as needed and assigned
 - A. Attend regularly scheduled staff meetings, workshops, and training sessions.
 - B. Other duties as assigned.

Please send cover letter and resume to Maggie Hughes at maggie@goldenisples.com. No phone calls please.



GOLDEN ISLES

CONVENTION & VISITORS BUREAU