

The Golden Isles Convention and Visitors Bureau is seeking qualified candidates for the following position. If interested and qualified, please submit a cover letter and resume to goldenislesjobs@gmail.com. You will be contacted if your candidacy is of interest to the Company.

Title: Welcome Center Specialist

Reports to: Welcome Center Team Leads and Director of Operations

Classification: Fulltime or Parttime, Hourly, Non-Exempt

Key Qualifications:

- 1 year customer service and/or retail experience.
- College degree – 2-year or 4-year.
- Good communication skills, both written and verbal. Ability to enthusiastically speak with guests in a group or one-on-one.
- Ability to act professionally and personably in interactions with partners, guests, and public, including presenting a professional image.
- Competent computer user for data entry and searches.
- Ability to perform retail related responsibilities, including use of POS system and cash management.

Salary: Commensurate with experience.

Benefits: If fulltime, includes medical insurance, life insurance, paid time off, 401(k) plan, etc.

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

Hours: Exact working days, hours, and location will be determined based on Company needs. The schedule will include weekdays, weekends, and specified holidays.

Job Summary

Responsible for supporting the Welcome Center plans, policies, procedures, and processes which promote tourism in Glynn County, Georgia. Represents the Golden Isles Convention & Visitor's Bureau (GICVB) to guests in person and via the telephone. While carrying out duties and responsibilities, the Specialist must be aware of image, hospitality, and building rapport with guests and community partners. Additional duties include, but are not limited to, daily assignments, data entry for reports, tracking and restocking brochures, and complying with Company standards and policies. Sets the example of excellence in the Company with a positive, productive, and professional demeanor. Training will include an introduction to both locations, with the ability to float between centers, as needed.

Duties and Responsibilities

Welcome Center (SSI and I-95 Welcome Center)

- Greets guests in a welcoming, hospitable manner and maintains “ready to serve” presence.
- Distributes informational materials such as brochures and maps.
- Assists visitors with activity, hotel, restaurant recommendations, and reservations when possible.
- Maintains a neat and clean appearance throughout the welcome center. Cleans areas daily or as needed, including vacuuming rugs, cleaning windows, sanitizing counters and door handles, etc.
- Answers and anticipates visitor questions and requests.
- Maintains inventory list of brochures in stock and orders replenishments as required per brochure fulfillment process.
- Learns the names and personally recognizes community partners, government officials, and Board of Directors.

Teamwork and Communication

- Works the weekly schedule for assigned shifts and locations. Ensures adequate notice and communication occurs if a change is needed for personal reasons.
- Complies with safety and security guidelines.
- Assists in completing incident reports for any issues personally seen and/or reviews incident reports completed by staff. Ensures follow-up and prevention measures have been taken.
- Participates in brainstorming and suggests ideas to improve guest services and information presentation, helping to make Golden Isles the destination of choice for travelers.
- Works with vendors, partners, consigners, GDOT, County employees, security and police officers, and others in the community with respect, assistance, and support.

Golden Isles Knowledge

- Maintains a thorough knowledge of current guest services, activities, dining options, shops, local attractions, and historical information regarding the Golden Isles.
- Updates reference book with new business listings, phone numbers, and other pertinent information.
- Becomes an expert in areas of Golden Isles information and guest services, providing accurate information.

Retail (at SSI Welcome Center)

- Assists visitors with merchandise sales, upselling where possible.
- Opens and closes cash registers, counting money, separating charge slips, creating transactions, balancing cash drawers, and making deposits.
- Assists with restocking, merchandising, and display arrangements.

Miscellaneous

- Performs other duties as assigned.
- Maintains confidentiality of sensitive organization, employee, customer, guest, or location information.
- Conducts oneself positively and professionally and acts as a role model for fellow staff members.
- Attends department and all-in staff meetings, as scheduled.

Physical Demands:

- Ability to stand and walk for extended periods of time.
- Ability to lift 30 lbs. properly and safely to waist height and carry.