



JOB TITLE: Visitor Experiences Specialist

Organization Summary: VisitGreenvilleSC (VGSC) is a not-for-profit, membership-based, economic engine, and accredited Destination Marketing Organization (DMO). We proudly represent and serve the City and County of Greenville, South Carolina, the hospitality industry, and hundreds of small businesses. As Greenville's official sales and marketing organization, our *Mission* is to maximize Greenville's Visitor Economy by developing and promoting exceptional visitor experiences to elevate the quality of life and prosperity for our community.

VGSC is a values-based organization placing a great deal of importance on adhering and embracing the following values in all that we do:

- ***Integrity:*** Doing the right thing all the time. We build trust through honesty, transparency, and respect.
- ***Open:*** We actively seek new perspectives with the belief that we're stronger because of our differences.
- ***Resilience:*** We believe our response to adversity, not the adversity itself, defines who we are. We are positive, flexible and persevere to find success.
- ***Passion:*** We are inspired by an authentic love for Greenville, and we strengthen our community by sharing it with the world.
- ***Excellence:*** Our team, our vendors and our stakeholders deliver bold, creative, and high-performing solutions.

Position Summary: The Visitor Experiences Specialist position is responsible for serving the public (travelers, tourists, visitors, new residents, local residents and others) by providing a warm and friendly customer service environment at the official Visitor Center for Greenville, South Carolina. Additionally, the concierge assists with directions, reservations and provides helpful reference materials to help visitors make the most of their stay in Greenville.

Essential Duties and Responsibilities:

- Greet visitors in a friendly and positive manner
- Provide visitors with information and directions to various destinations
- Distribute information to visitors including maps, brochures, and general information to serve their needs
- Answer the telephone, take and relay messages or directs calls to appropriate personnel, return calls and emails as necessary
- Provide assistance and information related to the City and County of Greenville, such as lodging, local restaurants, attractions, historic sites, history of Greenville, recreation opportunities, things to do and see, shopping, and quality of life

- Assist visitors in making and confirming reservations as needed for accommodations, restaurants, attractions, events and/or tours
- Assist with approvals for the calendar of events
- Maintain supply of materials
- Utilize CRM tool as required
- Handle fulfillment of visitor guide requests and creates weekly list for bulk mailing
- Explore lesser-known attractions and resources in Greenville and the Upcountry and identify ways to better serve this information to visitors
- Report data and statistics related to the Visitor Center
- Assist with the maintenance of CRM, reviews and approves submissions, makes necessary edits and updates, and builds new accounts
- Perform general housekeeping tasks as needed
- May be responsible for assisting city staff
- Attend SCPRT and relevant industry events
- Other duties as determined by the Leadership

Candidate profile: The successful incumbent will be knowledgeable and passionate about the City and County of Greenville and the Upcountry region. Helpful, resourceful and approachable, this incumbent will keep current with local updates and happenings. They will be flexible, comfortable with multitasking and working independently. This incumbent will be friendly and outgoing and willing to take initiative in conversing with visitors.

Qualifications:

- High school diploma or GED
- Previous experience and/or training involving customer service or general office work
- Possess strong verbal communication skills and professional presentation
- Possess technical skills required: proficient with internet search; proficiency in Microsoft Office, ability to learn new software, and basic computer troubleshooting skills
- Must be able to lift items up to 25 lbs. and use a handcart
- Experience working in or volunteering in a service setting is a plus
- Bi-lingual in any other language (in addition to English) is a plus

VisitGreenvilleSC is an employer that offers equal opportunities. We evaluate qualified candidates and do not discriminate against any employee or applicant on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, military service, or other non-merit-based factors as defined in federal and state laws, or any other characteristics protected by federal or state law.