

Visit Howard County

Job Title: Visitor Service Specialist I

Reports to: Director of Operations & Visitor Services

Summary:

In coordination with the Director of Operations & Visitor Services, maintain operation of the Howard County Welcome Center in historic Ellicott City. This position will be responsible for ensuring that visitors are served and the building is kept in accordance with all cleanliness policies. The Visitor Services Team has the responsibility to ensure a positive impression of the Welcome Center, Visit Howard County, Howard County and Maryland.

Qualifications:

Experience with customer care.

Duties & Responsibilities:

1. Staff Welcome Center during hours of operation (Thursday-Sunday 12pm-4pm)
2. Greet visitors and offer information packets and personalized information service
3. Maintain order, safety, cleanliness, and top appearance in the Welcome Center
4. Keep brochures/magazines in stock, create visitor packages as necessary
5. Perform other tasks as assigned

Job Requirements:

- Ability to act autonomously and meet goals.
- Ability to express ideas clearly and effectively, both orally and in writing.
- Computer literacy in, and ability to self-teach new computer systems and software.
- Ability to work on a cooperative, courteous and effective basis.
- Ability to move 30 lbs.

Other Duties As Requested

The Howard County Tourism Council office functions as a complete unit: Welcome Center staff and Sales & Marketing staff. Projects in one area often require crossover of job responsibilities. You may be asked to perform other tasks, however, welcoming visitors is first priority. Other opportunities and responsibilities may occur outside normal work hours.

This position is paid hourly beginning at \$13/hour. This is a part-time position.

Interested candidates should submit their resume and cover letter to Amanda@howardcountytourism.com

Visit Howard County is an Equal Opportunity Employer.