



Travel Juneau's mission is to market Juneau to conventions, groups, and visitors.

Job Title: Visitor Services Coordinator

Objective: *To enrich Juneau's visitor experience by providing accurate and consistent information to attract prospective visitors, increase the economic contribution of arriving visitors, and encourage return visits to Juneau.*

Work Schedule: Full-time, must be available to work weekends and holidays April 15 - October 15

Salary: \$57,000 - \$62,000

Reports To: Visitor Services Manager

Benefits: Optional medical & 401(K), paid holidays, paid parking

Primary Responsibilities:

Year-Round

- Respond to visitor inquiries by phone, email and walk-ins in a timely and professional manner
- Monitor and arrange for resupply of partner and Travel Juneau inventory collateral
- Monitor and update Calendar of Events on traveljuneau.com
- Perform administrative responsibilities and tasks as assigned
- Represent Travel Juneau at meetings and events in the community as requested by VSM or CEO
- Assist with Travel Juneau special projects and events
- Contribute to volunteer newsletters.

- Minor cleaning around the office and taking recycling to the recycling center.

Summer (April - October)

- Work under supervision of the Visitor Services Manager to facilitate seasonal volunteer trainings and events
- Assist at visitor centers when needed.
- Coordinate with seasonal staff to ensure visitor sites are fully stocked.

Winter

- Perform comprehensive review and editing of visitor information resources
- Assist other departments with tasks including poster and calendar design, Eventbrite listings, clerical work
- Distribute information resources to visitor sites
- Manage inventory in offsite storage unit
- Perform administrative responsibilities and tasks as assigned

Position Requirements

- Excellent verbal and written communication skills
- Must enjoy interacting with the general public
- Excellent customer service skills and experience in public interaction
- Knowledge of Canva design suite
- Be able to work on multiple projects, some with competing deadlines
- Be available to regularly work weekends and holidays in the summer season (April 15 - October 15)
- Must be able to lift and carry up to 50 pounds on a regular basis
- Must have a valid Alaska driver's license and working vehicle (mileage expense provided)

Preferred Skills

- Knowledge of Juneau and surrounding area
- Knowledge of and experience in Juneau's visitor industry
- Entry-level database maintenance
- Comfortable working with Google and MS Office suites

The above information on this position description indicates the general nature and level of work performed by employees within the job. It is not designed to contain or be interpreted as a comprehensive inventory or description of all duties, responsibilities and qualifications required of employees assigned to this job.

To apply, email 1) cover letter; 2) current resume; 3) contact info for three (3) professional references to staff@traveljuneau.com Position open until filled. No calls.