



Travel Juneau – Juneau Alaska
Visitor Information Runner/Specialist

Job Title: Visitor Information Runner/Specialist

Wage - \$21/hr DOE

Work Schedule: Part-time position with up to 32 hours/week available. Must be available to work weekends and holidays.

Reports to: Visitor Services Manager & Visitor Information Coordinator

General Summary

The Visitor Information Runner/ Specialist (VIR/S) works closely with our Visitor Services Coordinator and Visitor Services Manager to keep our visitor sites adequately stocked. The secondary part of the position is to serve as the point of contact for cruise ship passengers and other visitors to the Travel Juneau information centers located at the Marine Park Kiosk, Cruise Ship Terminal Visitor Center (CST), and Juneau Airport. The VIR/S represents Juneau as a city and Travel Juneau as an organization. It is their duty to provide the most accurate and up to date information possible with an enthusiastic, hospitality-minded attitude. The goal is to encourage repeat visitation and promote Juneau as a year-round destination.

Computer Skills: Basic internet use including email, online registrations, and searches; Microsoft Office Suite

Verbal Skills: Must communicate fluently in English, other languages a plus; strong communication skills over the phone and in person with a diverse group of people

Physical Skills: Must be comfortable lifting and carrying boxes and other items, up to 50lbs., to different visitor sites throughout the week.

Work/Personal Skills: Must be organized and can keep inventory orderly. Comprehensive knowledge of the Juneau area is very important; being a long-time resident may be a plus. Must be enthusiastic and comfortable talking with and helping visitors, willing to attend trainings, have good listening skills, and be able and willing to follow written and verbal instructions. Must be mature, flexible, reliable, and patient. Must be tolerant of some exposure to weather. The ideal candidate would be available Saturdays & Sundays. Late April through early October availability is a big plus. **End-of-season bonus available for a full season of work, based upon total number of hours worked.**

Transportation: Must have a valid driver's license and daily access to a reliable vehicle. Mileage reimbursement provided.

Responsibilities:

- Regularly monitor, stock, and update maps and materials in racks and other information files
- Monitor appearance of work sites and racks - tidy and organize as needed
- Deliver restock materials to visitor service centers frequently.

- Communicate low counts and restock needs to Visitor Services Manager and Visitor Information Coordinator
- Serve as a professional and welcoming representative of the Juneau community and Travel Juneau
- Work closely with volunteers and Travel Juneau staff to cover shifts at the Kiosk, CST, and Airport and provide support to the volunteer team during busy periods
- Greet, assist, and direct visitors to attractions according to their available time, budget and interests in a tactful and individualized manner
- Stay up to date with changes in partner businesses and local news that might affect visitors – read and be familiar with weekly updates
- Provide informational materials judiciously, tailored to a visitor's specific needs and interests
- Record visitor counts and hours
- Follow opening and closing procedures closely and carefully when on duty
- Report any maintenance issues to the Port Office and notify Visitor Services Manager
- Learn and utilize Shiftboard, our online employee scheduling system, as well as CRM, our online inventory system
- Attend all training events, follow procedures outlined in Volunteer Handbook
- Perform other duties as assigned by Visitor Services Manager and Visitor Information Coordinator

To apply, please send a cover letter, resume and contact information for at least 3 professional or school references to staff@traveljuneau.com. No calls, please. Position is open until filled.