



Travel Juneau – Juneau Alaska
Visitor Information Specialist

Job Title: Visitor Information 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 Specialist (VIS) 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 VIS 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:

- Serves as a front line representative of Travel Juneau and works closely with visitors and volunteers at locations as assigned
- Act as a substitute for volunteer shifts as assigned

- Assist volunteers in greeting, directing, explaining and educating visitors to local opportunities
- Provides interpretive materials such as handouts to visitors in a courteous, concise and tactful manner
- Work with Visitor Services Coordinator to update informational materials
- Monitor brochure racks, maps, and other materials, stock, and replenish as needed. Work with VSC or Seasonal Runner when site stock is needed
- Communicate volunteer concerns as needed to the Visitor Services Manager
- Monitor the appearance of the work site and the supplies needed. Assist in keeping work and storage areas tidy
- Maintain handout file at the desk, arrange for replenishment as needed with Visitor Services Coordinator or Seasonal Runner
- When on duty at a site, unlock and lock up as required by shift time, following the established opening and closing procedures
- Report maintenance problems directly to Port Office. Then notify Visitor Services Manager
- Read and be familiar with the weekly updates
- Records visitor related incidents by completing accident or complaint forms
- Follows Travel Juneau policies and procedures as outlined in the Travel Juneau volunteer handbook
- All other duties as designated by the Visitor Services Manager

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.