



Job Title: Visitor Information 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 mid-April – mid-October

Salary: \$43,000 - \$47,000 DOE

Reports To: Visitor Services Manager

Benefits: Optional medical & 401(K)

Primary Responsibilities:

- Respond to visitor inquiries by phone, email and walk-ins in a timely and professional manner
- Perform extensive annual review and editing of visitor information resources
- Work with summer seasonal staff to manage distribution of information resources at visitor sites
- Monitor and arrange for resupply of partner and Travel Juneau inventory collateral
- Work under the Visitor Services Manager to help facilitate seasonal volunteer trainings and events
- Assist at visitor centers, occasionally with volunteers
- Monitor and update Calendar of Events on traveljuneau.com
- Export leads from system database to a variety of parties for distribution of marketing materials
- Perform administrative responsibilities and tasks as assigned (e.g., ordering office supplies)
- Represent Travel Juneau at meetings and events in the community as requested by VSM or President/CEO
- Assist with Travel Juneau special projects and events
- Contribute to volunteer newsletter

Position Requirements

- Excellent verbal and written communication skills
- Must enjoy interacting with the general public
- Excellent customer service skills and experience in public interaction
- Be able to work on multiple projects, some with competing deadlines
- Be available to regularly work weekends and holidays in the summer season (mid-Apr – mid-Oct)
- Must be able to lift and carry up to 35 pounds
- 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 in Windows environment
- Familiarity with Adobe Creative Suite

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.