



## **Travel Juneau – Juneau Alaska Visitor Information Specialist**

Job Title: Visitor Information Specialist

Wage - \$15/hr DOE + mileage reimbursement

Work Schedule: part-time or full-time seasonal position with up to 40 hours per week. 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 volunteers 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 and the Cruise Ship Terminal. 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. This position's responsibilities include keeping visitor information sites stocked with printed materials and supplies, meaning the VIS must collect, transport, and carry materials from the admin office to the sites. General hours are 8AM-5PM.

**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 able to sit and stand for long periods of time, drive, walk a moderate distance, lift 40 pounds, stretch, bend and reach.

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

**Work/Personal Skills:** Extensive 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. This may be a flexible position with a minimum of 24 hours per week and maximum of 40 hours per week. However, candidates must be open and available to work weekends and holidays to assist covering the 7-day/week operation. The season runs from mid-April through early October; **bonus will be offered for completing the entire season based upon the total number of hours worked.**

**Responsibilities:**

- Serve as a professional and welcoming representative of the Juneau community and Travel Juneau
- Work closely with volunteers and Travel Juneau staff to help ensure coverage of all shifts at the CST and Kiosk 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
- Regularly monitor, stock, and update maps and materials in racks and other information files
- Communicate low inventories and restock needs to Visitor Services Manager and Visitor Information Coordinator
- Deliver restock materials to visitor service centers frequently – sometimes multiple times a day
- Monitor appearance of work sites and racks - tidy and organize as needed
- 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 scheduling service
- 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 cover letter, resume and contact information for at least 3 professional references to [staff@traveljuneau.com](mailto:staff@traveljuneau.com). No calls, please. Position is open until filled.