

Part-time Summer Information Specialist

Position Overview

As a Visitor Information Specialist, you will be helping visitors and residents to promote responsible and sustainable tourism and outdoor recreation throughout Albany County.

This position allows you to help visitors make the most of their time spent in the area, as well as offers the opportunity to learn about many different facets of Albany County. In this position, you will be stationed at the Centennial Visitor Center at the boundary of the Snowy Range section of the Medicine Bow-Routt National Forest. Student Interns will also work one day a week at the Visit Laramie office to get a holistic experience of working within a Destination Marketing Organization. The Centennial Visitor Center is open Wednesday through Monday during the summer months, and weekend availability is required.

This is a great opportunity to:

- Work in a beautiful location for a mission-driven organization that leads through partnership with businesses to expand visitor services and improve the visitor experience.
- Make valuable connections with leaders and professionals in Albany County in tourism, hospitality, nonprofit administration, and public land management.
- Enhance visitors' experiences so they can better appreciate and take care of the special place we call home.
- Build customer service experience and interpersonal communication skills.
- Be involved in a multi-faceted organization with the common goal of ensuring positive experiences in our local community and the State of Wyoming.
- Expand your knowledge of local recreation and tourism resources and learn more about working in the industry.

Responsibilities include, but are not limited to:

- Greet and directly engage with visitors who stop at the visitor centers
- Provide a wide variety of information to diverse visitors about the city of Laramie, the town of Centennial, Albany County, MBRNF, and the State of Wyoming, including hiking/recreation information, local events, road and weather conditions, etc.
- Demonstrate a strong knowledge (and ability to research what you don't know) of Albany County, the city of Laramie, MBRNF's businesses, recreational opportunities, and attractions such as the Snowy Range Scenic Byway, OHV trails, hunting, fishing, camping, trails, history, and events.
- Maintain good communication with USFS representatives/recreation workers
- Assist in gathering visitor data and information
- Work independently in Visitor Center setting

Required education and experience

- Must have a valid driver's license issued by a recognized United States governmental agency.
- Some prior work experience in customer service or hospitality.
- Some knowledge of Laramie, Albany County, Medicine Bow-Routt National Forest recreation and the ability to research
- Computer use fluency

- Must be authorized to work in the US without sponsorship.

Preferred experience:

- CPR/First aid certification
- Prior work experience in outdoor recreation, hospitality, and/or retail

Additional information

- Weekend availability required.
- A mandatory, paid training will take place once hiring has been completed.
- **ORTM Student Interns:** This is a 400 hour paid internship. There is an optional project that can be completed during the internship, related to outdoor recreation and tourism.
- **Other Department Interns:** Internship criteria will be determined by department.
- Student Interns will work in the Visit Laramie main office one shift a week and the remainder of hours will be at the Centennial Visitor Center.

To Apply:

- **Please email a resume and cover letter to centennial@visitlaramie.org to be considered for this position.**
- **\$15/hr**
- **20-30 hours per week June 1st-October 4th**

About us: Visit Laramie and Albany County Tourism Board is a local Destination Marketing Organization (DMO) whose mission and vision are to create sustainable economic growth through tourism that helps our businesses and communities thrive together, as well as combining the success of travel and tourism with community quality of life throughout all of Albany County. Outdoor recreation is a huge tourism component for the State of Wyoming, especially in Albany County, thanks to our proximity to public lands and world-class recreation opportunities.

The Albany County Tourism Board is operating the Centennial Visitor Center interpretive services and sales under a Partnership Agreement with the Medicine Bow-Routt National Forest and Thunder Basin Grassland of the U.S. Forest Service, Department of Agriculture, Laramie Ranger District.