

VISIT LOUDOUN

Position Profile

Position Information

Position:	Visitor Center Travel Advisor
Department:	Marketing
Reports To:	Visitor Information Coordinator
Direct Reports:	

Position Detail

CATEGORY	DETAIL
Role Summary:	To provide superior customer service in the Visitor Center and throughout the County by engaging with visitors and distributing tourism collateral.
Key Responsibilities – The critical activities required to achieve the desired business results	<ul style="list-style-type: none"> • Being part of a Team that greets and assists visitors as they enter the Visitor Center • Assist in mobile visitor centers throughout County as part of visiting group services • Responds to visitor inquiries via phone, mail and internet • Engage with visitors to determine why they are visiting, what they are planning to do, how they found us, and where they are traveling from • Makes referrals to assist visitors with accommodations, dining, and seeing the attractions • Ongoing training in product awareness, customer service, and business tools to enhance productivity and service • Complete projects during daily shifts as assigned • Participate in Visit Loudoun programming as assigned • May require standing for long periods of time • Bending, lifting of moderate to heavy items • Delivery of promotional materials throughout the county as needed
Essential Work Experience – The combination of jobs or critical experiences related to the position that provide the basis for achieving sustained high levels of performance for the role	<ul style="list-style-type: none"> • Experience working with the general public in customer service-related roles • Comfortable with computers and other technology • Knowledge of Loudoun County and its Towns & Villages a must
Key Skills and Knowledge – The combination of skills (non-technical) and knowledge related to the position that are essential to achieving high performance levels within the given role	<ul style="list-style-type: none"> • Ability to drive and access to own vehicle for delivery of visitor information • Awareness of “what’s going on” through newsletters and newspapers • A deep passion for the work and promoting Loudoun County and its offerings • Ability to meet deadlines • Strict attention to detail • An open minded person, outgoing and personable • Working knowledge of Microsoft Office.