

VISIT LOUDOUN

Position Profile

Position Information

Position:	Part-Time Visitor Center Travel Advisor & Distribution
Department:	Sales Department
Reports To:	Visitor Information Coordinator
Salary & Hourly Ranges	\$13-15/hour – not to exceed 20 hours/week

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 • Uphold and coordinate a delivery schedule for promotional materials throughout the county as well as sales service deliveries as needed • Work within database to not only maintain inventory, but work with VL teams on data entry projects • 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
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 • Working knowledge of CRM database management preferred
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, mileage to be reimbursed • Weekend availability necessary • Awareness of “what’s going on” through newsletters and newspapers • A deep passion for the work and promoting Loudoun County and its offerings • Highly organized • Ability to meet deadlines • Ability to work on your own • Strict attention to detail • An open-minded person, outgoing and personable • Working knowledge of Microsoft Office. • Knowledge of databases preferred