

VISIT LOUDOUN

Position Profile

Position Information

Position:	Part-time Visitor Information Coordinator
Department:	Marketing
Reports To:	Director of Marketing
Direct Reports:	Part-time Visitor Center Travel Advisors

Position Detail

CATEGORY	DETAIL
Role Summary:	Responsible for coordinating the daily activities of the visitor center including the distribution and tracking of visitor information.
Key Responsibilities – The critical activities required to achieve the desired business results	<ul style="list-style-type: none"> • Coordinate the shift schedule for the visitor center • Management of the facility and organization/inventory of the tourism collateral • Coordinate the distribution of visitor information throughout the county • Manage inventory and deliveries in the organization’s database • Greet and engage with visitors to determine why they are visiting, what they are planning to do, how they found us, and from where they are traveling • Respond to visitor inquiries via phone, mail and email • Make 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 • Participate in Visit Loudoun programming as assigned • Bending, lifting of moderately to heavy items (25lbs or less)
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"> • 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 required • Knowledge of databases preferred