

Milledgeville-Baldwin Convention & Visitors Bureau
Job Description

Position Title: Information Specialist
Reports To: Visitor Services Manager; Executive Director
Status: Part-Time
Hours: Saturdays; 12-18 hours per month
Salary : \$10 per hour

Summary: The Information Specialist will advance Milledgeville-Baldwin County's brand image, reputation and destination presence by providing a welcoming experience for visitors to the Milledgeville-Baldwin community.

Responsibilities to include:

- Overseeing the daily visitor experience with a focus on ensuring a positive and efficient visitor experience
- Responding to lead inquiries, callers and walk-in visitors with a friendly and welcoming demeanor
- Carrying out of opening and closing procedures
- Learning and sharing accurate information on Milledgeville-Baldwin tourism products including hotels, attractions, retail, dining and events
- Managing the daily operation of all retail sales including all trolley monetary transactions

Skill & abilities:

- A positive and hospitable demeanor
- Excellent communication skills including oral and written
- Listens well for clarification
- Organized and detail-oriented
- Self-starter
- High ethical standards
- Professionalism

Systems/Computer skills:

- Proficient in the use of the Microsoft Office Suite, Quickbooks and Google Docs. To perform this job successfully, an individual should have the ability to utilize company phone system.

Physical demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employee must be able to lift and carry 30 lbs.