

Position Title: Destination Specialist (Office Based)
Department: Visitor Services
Status, Classification: Regular part-time, non-exempt (hourly)

JOIN OUR TEAM

Monterey County Convention & Visitors Bureau (MCCVB) is the destination marketing organization for Monterey County, including the cities and areas of Monterey, Carmel-by-the-Sea, Carmel Valley, Pacific Grove, Seaside, Sand City, Marina, Salinas, Moss Landing, Salinas Valley and Del Rey Oaks. Our vision is to inspire the world to experience our extraordinary destination and our mission is to drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests, members and community.

The ideal candidate in this role will:

- Aspire to inspire transformational moments
- Bring their best possible self and work
- Commit to quality and consistency
- Seek opportunities to grow and improve
- At all times be trustworthy and honest
- Be responsible and accountable for their actions and words
- Contribute to the team culture in ways that are positive and collaborative
- Demonstrate respect, kindness and trust throughout all interactions and relationship development
- Create success through passion for the hospitality industry, the destination, and the vision, mission and values of the organization

Position Summary

The Destination Specialist is responsible for fostering a professional guest arrival experience to the MCCVB office and assisting visitors with experiential travel planning. The Specialist greets and assists office guests and directs inquiries to appropriate team members using multiple communication medium.

Role and Responsibilities

- Greeting visitors to the office in accordance with MCCVB's professional and cultural standards
- Coordinating and maintaining the professional appearance and welcoming experience of the office lobby
- Answering the office telephone, providing information, taking and relaying messages and directing calls to appropriate personnel
- Promoting Monterey County as premier destination
- Assisting visitors with travel planning in person and using available technology and tools, while encouraging them to stay overnight or extend their stay
- Engaging visitors by providing information on jurisdiction partners and members
- Maintaining daily in-office calendar and meeting room(s) schedules
- Maintaining common area care (opening and closing duties throughout office and kitchen) and assisting with conference room preparations
- Keeping public and team areas neat, clean and fully stocked
- Assist guests at the Monterey Visitors Center in accordance with Visitor Services protocols

Other Duties

Please note this job description is not designed to cover or contain all activities, duties or responsibilities that are required of the team member for this job. Duties, responsibilities and activities may change at any time with or without notice.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Desired Competencies and Expectations

- Excellent communication skills, both verbally and in writing.
- Ability to work well with the public and team members and present a friendly professional demeanor at all times especially during busy conditions
- Ability to effectively present information to visitors
- Ability to demonstrate professional interpersonal skills
- Ability to meet scheduling requirements and maintain an excellent attendance record
- Ability to lift and carry a minimum of twenty-five (25) pounds regularly
- Expected to be a responsible and reliable team player
- Expected to be accomplished at multi-tasking and following directions

Desired Education and Experience

- Experience and knowledge of Monterey County accommodations, attractions, retail, dining and other hospitality related businesses

Preferred Education and Experience

- Concierge or other front line hospitality previous employment
- Search engine, email and digital customer interfacing software familiarity
- Customer Relationship Management (CRM) or other database experience preferred
- Prior CVB and/or non-profit experience a plus

Supervisory Responsibility

This position is not a supervisory role.

Work Environment

This job operates in a professional business office setting and potentially the Monterey Visitors Center. This role routinely uses standard office equipment such as computers, phones, and filing cabinets.

Physical Demands

This is largely a sedentary role; however, frequent standing and walking may be required. This would require the ability to lift boxes, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a part-time position up to 25 hours per week. Flexible half days are expected within our office hours of Monday – Friday, 8:30 a.m. – 5:00 p.m. Evening work is not expected.

Travel Expectation

This position has no travel requirements outside of Monterey County.

If you are interested in joining our team, please send your cover letter and resume to HR@seemonterey.com This position is offered at \$14.00 per hour.