



JOB DESCRIPTION

Job Title:	Visitor Services Coordinator
Division:	Operations
Reports to:	Manager, Visitor Services
Classification:	Part Time, Non-Exempt
Supervisory Responsibility:	None
Approved By:	President & CEO

Organization Background

Doing business as Visit Oakland, the Oakland Convention & Visitors Bureau is the official destination marketing organization for Oakland, CA. We are passionate about Oakland and believe in our mission -- Oakland is a World-Class Travel Destination. Visit Oakland serves as the umbrella organization for all visitor-related travel to Oakland.

Founded in 1999 to market Oakland as a travel and meeting destination, build awareness and stimulate hotel occupancy, Visit Oakland continues with that mission today, aggressively marketing and selling Oakland to attract visitors.

The OCVB is a private, not-for-profit, 501c6 organization, with a 21-member board of directors and a staff of seven. Visit Oakland is funded by a dedicated hotel tax - Measure C, which passed in 2009.

Position Summary

The Visitor Services Coordinator is responsible for providing customer service to visitors to Oakland and the hospitality stakeholders who provide services to them. The Visitor Services Coordinator will provide information to visitors via the telephone, email, website, mail and in person. They will also provide coordination to the Visit Oakland visitor center and related off-site conferences. Assistance with the coordination for the I Am Oakland training program as needed. In addition to customer service the Visitor Services Coordinator will direct all incoming calls to appropriate staff, main switchboard operation and light clerical duties when on duty.

Essential Duties and Responsibilities

Visitor Knowledge & Service

- Maintains a well-informed, working knowledge of the attractions, businesses, events and services available in Oakland to visitors; acts as a liaison between these entities and the visitor.
- Manages consumer database including fulfillment of visitor inquiries
- Assists to maintain database of regular contributors
- Assist with retail purchases as needed in Visitor Center
- Distribute Visit Oakland maps, visitor guide and brochures to stakeholders including airport, hotels and other key attractions

Reception

- Greets and provides excellent customer service to clients/visitors.
- Ensures that all Visit Oakland inquiries from mail, walk-in, website, email, and telephone receive prompt, accurate and courteous responses.
- Ensures that all of the Visit Oakland information outlet(s) are well maintained and stocked with brochures and other informational materials.

- Performs general clerical activities as needed including outgoing mail, postage machine and all shipping tasks including process requests for information, special mailings, creating mailing labels, faxing information, and coordinating bulk mailings.

Reporting & Database Management

- Tracks fulfillment of all mail, email and phone inquiries and produces monthly reports
- Assist in the ongoing maintenance of databases related to: dining, hotels, attractions, entertainment
- Along with the Visitor Services Manager, compiles a monthly report from the daily visitor logs showing the total number of visitors to the outlet(s), state of origin, interests, reason for travel and final destination.
- Responsible for maintaining accurate inventory count of visitor guides and brochures while monitoring inventory of printed materials distributed through the Visit Oakland office.

Visit Oakland Visitor & Convention Service Programs

- Coordination of the remote visitor information pop ups at events and conventions as needed
- Provide program assistance as needed for the I Am Oakland program
- Other duties as assigned

Qualifications

- Demonstrated passion for extraordinary customer service.
- High School or GED required. Bachelor or Associates Degree preferred
- Qualified candidates should possess excellent oral, interpersonal & written communication skills.
- Applicants should have above average knowledge of Excel, Word, Outlook and a database management
- Retail &/or cashier experience is helpful but not necessary.
- Knowledge of accommodation & tourism attractions in Oakland is also helpful
- Able to lift 50 pounds
- Hours will vary depending on season and needs. Candidates must have open availability (weekdays, weekends) and have their own reliable vehicle and clean driving record with appropriate insurance.