

## POSITION DESCRIPTION

2023

POSITION TITLE: Visitor Information Specialist

REPORTS TO: Vice President, Tourism

DEPARTMENT: Visit Oklahoma City

### JOB SUMMARY

The Visitor Information Specialist answers visitor and incoming phone calls and serves as backup to the OKC Chamber receptionist. Inputs inquiries into the computer, addresses labels, assembles visitors' packets and records all incoming inquiries on a daily basis. Handles and records sales of promotional items and maintains adequate stock of brochures and other needed materials.

### ESSENTIAL FUNCTIONS

- ◆ Position requires more than usual contact with the public and a customer service mindset. Therefore, it requires a person who displays proper telephone etiquette, has a friendly telephone voice, and can remain calm and present a professional demeanor under some periods of stress.
- ◆ Must be able to communicate (hear and speak) clearly when communicating with visitors (walk-ins), email inquiries or callers (via telephone).
- ◆ Position requires long periods of sitting at a desk (80%), standing (10%) and walking (10%).
- ◆ Position requires lifting and carrying 30-pound boxes of brochures for purposes of maintaining supplies of brochures and handouts that are mailed in response to visitor inquiries.
- ◆ Must be willing and able to work a flexible schedule to ensure coverage of lobby area.

### PRINCIPAL DUTIES

- ◆ Greet visitors as they arrive and connect them with the appropriate party or resources.
- ◆ Answer the phone in a timely manner, screen calls and answer questions or direct them to correct staff members.
- ◆ Monitor and respond to the website email box, redirecting as needed or providing information about Oklahoma City.
- ◆ Maintain records of outgoing mail by state and all brochures distributed in large quantities.
- ◆ Assemble and mail requested visitor packets daily. Assist with group mailings as required.
- ◆ Maintain current information about local attractions in Visit OKC brochure racks.

- ◆ Prepare air bills for outgoing Visit OKC shipments through UPS or FedEx.
- ◆ Assist in maintaining calendar of event information on Visit OKC website.
- ◆ Provide general administrative and clerical support as needed.
- ◆ Monitor and order office supplies for Visit OKC staff.
- ◆ Deliver mail and newspapers to Visit OKC staff daily.
- ◆ Keep reception area tidy.
- ◆ Assist with brochure inventory.

### JOB REQUIREMENTS AND QUALIFICATIONS

- ◆ High school education minimum. Some college preferred.
- ◆ Ability to handle multiple tasks and a busy multi-line switchboard.
- ◆ Computer skills required include Microsoft Office applications: Word, Excel, PowerPoint.
- ◆ Effective communication skills.
- ◆ Switchboard/receptionist experience.
- ◆ General knowledge of the hospitality industry and customer service experience required.
- ◆ Ability to sit and/or stand for extended periods of time.
- ◆ Ability to carry or lift 25-35 pounds for short distances.

*The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. This document describes the position currently available. It is not an employment contract. The Chamber reserves the right to modify job duties or job descriptions at any time.*

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Visitor Information Specialist

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President  
Visit Oklahoma City