

## **VISITOR INFORMATION SPECIALIST**

Visitor Information Specialists are responsible for providing information about Panama City Beach to the general public through Panama City Beach Convention and Visitors Bureau (CVB) call centers, information centers, inquiry fulfillment and other channels. The Visitor Information Specialist reports to the Director of Visitor Services of the Panama City Beach Convention & Visitors Bureau.

### **General Scope of Duties**

- Responsible for providing information in a knowledgeable, courteous, and professional manner
- Responsible for assisting members of the public at the CVB's Official Information Centers, or other locations, as assigned
- Responsible for manning the CVB's call center(s), conducting "Live Chat" on the CVB's website
- Knowledgeable of the CVB websites and social media platforms
- Responsible for providing timely response to written, verbal, and electronic visitor inquiries through approved mail processes
- Responsible for compiling the visitor response materials for processing
- Responsible for maintaining visitor inquiry origination lists for record purposes
- Responsible for proper use and general working knowledge of office equipment
- Responsible for the upkeep and appearance of the Official Visitor Information Centers
- Responsible for maintaining a professional and businesslike atmosphere through attitude, dress, conduct, and desire to be of service to the public

### **Other Duties**

The Visitor Information Specialist shall perform other duties as required and instructed by the Director of Visitor Services, the Vice President of Administration, or the President/CEO.

### **Qualifications and Skills**

- Must possess strong interpersonal skills, and must be computer literate
- Must possess the ability to effectively communicate through written and verbal means
- Must possess professional telephone etiquette
- An understanding of Panama City Beach's tourism industry is preferred

Please submit resume to [careers@visitpanamacitybeach.com](mailto:careers@visitpanamacitybeach.com)