



TITLE: Visitor Center Specialist

REPORTS TO: Visitor Experience & Programs Manager

FLSA STATUS: Part-Time: Non-Exempt [X]

SUMMARY

This is a part-time position, and the work schedule can vary from week to week and seasonally (maximum of 25 hours per week). Primary functions involve supporting the Visitor Center operations, fulfilling visitor inquiries, and providing support for the Bureau Staff and the various tourism projects ongoing at the Bureau. Key objectives include serving visitors to the center and region; providing project administrative support to Bureau activities and Staff; and keeping the Visitor Center clean and ready for visitors. Anyone filling this position should have experience with customer relations, word processing, database/list management and be knowledgeable about the visitor experiences in our region.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS

Responsibilities include but are not limited to:

- Demonstrate commitment to GRRTB's vision, mission, and values.
- Welcome walk-in visitors and help in finding brochures, answering questions, selling tickets/items, and giving accurate directions.
- Answer the telephone lines while fulfilling visitor needs or transferring caller to appropriate staff member.
- Maintain cleanliness and appearance of all public areas and workroom including stocking the bathrooms with paper products.
- Provide Special Event support, including Queen Arrivals, Spirit of Peoria Cruises, Shuttle Tours, other Special Cruises/Tours, Summit and Rally.
- Distribute of Bureau publications,
- Process request for visitor guides and brochures.
- Support group arrival welcome bag production and delivery.
- Respond to online chats.
- Educate visitors on tickets for sale and process transactions for MetroTix and Bureau Website tickets (cruises/Underground Railroad).
- Maintain Visitor Center racks, filled with brochures and other tourism booklets.
- Log Daily Cash receivables.
- Process gift shop sales.
- Track and Log Daily Attendance.
- Other duties as assigned.

SKILLS AND CHARACTERISTICS

- Strong verbal communication skills
- Basic level of knowledge of word processing software, spreadsheet, and presentation software such as Microsoft Office, Google Docs and CRM
- Motivated self-starter
- Detail oriented
- Commitment to excellence and guest focus
- Collaborative in a team environment
- Positive “can do” attitude

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

- Fingers and hands to use computer equipment.
- Sit
- Stand
- Walk
- Color Vision