

POSITION DESCRIPTION

Visit Salt Lake

Job Title: Visitor Experience Hub Assistant
FLSA: Part-time, Non-Exempt
Reports to: Director of Visitor Services & Facility Operations
Department: Travel Trade

Job Summary

Salt Lake is a place where elevation meets aspiration. An active urban city set at the foot of spectacular mountains. A place for open minds and fresh perspectives. This is an exciting time to be in Salt Lake: a brand new \$5.1B SLC International Airport expansion, a recently opened 700-key Hyatt Regency convention hotel, several new hotels in the development pipeline, population and business growth (Utah has been the fastest growing state in the nation since 2010, primarily driven by Salt Lake), host of the 2023 NBA All-Star Game and recently announced as the host of the 2034 Winter Olympics...Salt Lake is on fire, and we're just getting started.

To capitalize on this incredible growth and to achieve Visit Salt Lake's ambitious vision, we're seeking an energetic, welcoming, and community-minded Visitor Experience Hub (VX Hub) Assistant to support our visitor center (VX Hub), community activations, outreach events, and volunteer efforts. This public-facing role helps create a positive and engaging experience for visitors from around the world, as well as for the local community, by showcasing all that Salt Lake County has to offer.

Primary Responsibilities

- Assist visitors in person, by phone, and through digital channels
- Share helpful, personalized recommendations on local attractions, events, and experiences
- Support day-to-day operations of the VX Hub and retail area
- Staff community activations, outreach booths, and the Visit Salt Lake Airstream
- Assist with event setup and breakdown, including materials, displays, and logistics
- Maintain a clean, organized, and well-stocked visitor center and gift shop
- Track and restock inventory, including brochures, merchandise, and promotional materials
- Provide friendly, hands-on support to volunteers at the VX Hub and events
- Help create a welcoming and memorable experience for every visitor.

Qualifications

- Strong communication and customer service skills
- Friendly, professional, and dependable
- Reliable, punctual, and detail-oriented
- Comfortable working events and community outreach activities
- Valid driver's license required
- Ability to operate company vehicles and Airstream (training provided)
- Ability to lift up to 50 lbs occasionally.

Application

Visit Salt Lake is an equal opportunity employer. We value diversity and encourage applicants from all backgrounds to apply. Only qualified candidates will be contacted for an interview. We thank all applicants for their interest in joining our team.

Final candidates will be subject to a background and reference check. E/O/E