



POSITION DESCRIPTION

Position Title: Visitor Experience Specialist I (Seasonal)
Department: Visitor & Partner Services
Reports to: Senior Manager of Tourism & Partner Services
FLSA Status: Non-Exempt
Classification: Seasonal Part Time; Average 12-18 hours per week
Pay Rate: \$17/hour

POSITION SUMMARY

The position of Visitor Experience Specialist will be responsible for ensuring a positive and memorable experience for guests and residents of Huntington Beach under the direction of the Senior Tourism & Partner Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service (70%)

- Promote a family-friendly atmosphere and welcoming environment to all visitors in Huntington Beach;
- Greet visitors in a friendly and positive manner, answering their questions with a proactive attitude;
- Distribute printed visitor information materials to guests and mail visitor guide phone orders as needed;
- Work in the Visitor Information Kiosk at the HB Pier, at the VHB office front desk, at special events, at hotels for group meetings, and at other locations, as necessary;
- Engage with partners by keeping them up to date with our services, maintaining accurate information about their business, and reminding them why tourism matters; and
- Conduct retail sales and inventory counts in Welcome Center and at special events.

Administrative (30%)

- Maintain an orderly, well-stocked, and clean workplace as required by the provided daily cleaning schedule at each location;
- Report nuisance-type behavior/crimes to the appropriate authorities. In dealing with issues, projects or problems, work toward solutions that recognize the potential impact on the organization and destination as a whole;



Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands/conditions described below are representative of those that must be met/tolerated by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Must be able to lift and carry up to 40lbs
- Occasionally standing or sitting for long periods of time
- Answering or making calls on the telephone
- Carrying loads up to 40 lbs.
- Must be available to work evenings, weekends, and holidays as needed
- Occasionally standing, walking, sitting, reaching, and stooping

QUALIFICATIONS

Incumbents must demonstrate the ability to follow policies and procedures as established in the Company's Employee Handbook. Incumbents will also contribute to a positive work environment by behaving and communicating in a manner such that they get along with all constituent groups, co-workers, and management.

In addition, the education, experience, and other skills listed below are representative of the knowledge, skills, and/or abilities required.

EDUCATION/CERTIFICATION

- High School Diploma required; and
- Valid California Driver's License and required vehicle insurance coverage.

WORK EXPERIENCE

- Two (2) years of experience in customer service; and
- Retail sales experience is a plus.



KEY SKILLS SET

- Must be self-directed, motivated, collaborative, and demonstrate intuitive customer service and interpersonal skills;
- Effectively deals with internal and external customers, with high levels of patience, tact, and diplomacy;
- General knowledge of Huntington Beach and the region including hotel properties, attractions, and amenities is a plus;
- Familiarity or experience with a Destination Marketing Organization or Convention and Visitors Bureau, or travel-related marketing and PR/communications is a plus;
- Must be able to execute basic math skills;
- Communicates clearly, concisely, and openly in all interactions;
- Ability to exercise sound judgment in decision-making;
- Maintains confidentiality while performing job duties;
- Uses critical thinking skills to interpret information furnished in written, oral, diagram, or schedule form; and
- Multi-tasks and prioritizes in a fast-paced, and occasionally high-stress work environment.

EQUIPMENT AND APPLICATIONS

- Working knowledge of MS Office, including Word, Excel, Outlook, PowerPoint, and Teams;
- Working knowledge of hand-held two-way radios;
- Working knowledge of Customer Relationship Management (CRM) software;
- Working knowledge of all standard office equipment (computers, phones, iPads, copiers, audiovisual, and fax); and
- Working knowledge of Point-of-Sale systems.

Job Description Acknowledgement

I have received, reviewed, and fully understand the job description for the Visitor Experience Specialist position at Visit Huntington Beach. I understand that I am responsible for the satisfactory execution of these functions.

Employee Name: _____

Employee Signature: _____ Date: _____