Job Title: Visitor Center Specialist - Weekends
Department: Partnership & Visitor Services
Supervisor: Visitor Center Manager
FLSA Status: Non-Exempt, Part-Time
Hourly rate: $14.35
Prepared Date: 11/28/23

Summary:
The Visitor Center Specialist is responsible for creating and providing a welcoming environment for visitors, delivering clear and concise information about Tucson and the surrounding communities, specific to attractions and a broad array of outdoor activities and visitor interests. The weekend position works approximately 9:30 a.m. – 5 p.m. Saturdays and Sundays.

Essential Duties and Responsibilities include the following – other duties may be assigned:
• Be thoroughly familiar with the community, local events, attractions, points of interest and facilities.
• Communicate effectively with visitors.
• Assist Visitor Center Manager as needed with training and scheduling volunteers, coordinating flow of visitor information/community updates to all volunteers, etc.
• Make sure concierge desk is neat and fully stocked.
• Technical knowledge of Visitor Center digital displays, audio and video that run on loop throughout operating hours (ex. Ability to reboot, call appropriate contact for assistance, etc.).
• Be a Certified Tourism Ambassador in good standing. Additional information provided at hiring.
• Other duties/projects requested by the Visitor Center Manager, Vice President of Strategic Initiatives, or the President & CEO.

Supervisory Responsibilities:
• This job has no supervisory responsibilities.

Qualifications:
• To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

Education and/or Experience:
• High school diploma or general education degree (GED); or three months related experience and/or training; or equivalent combination of education and experience.

Competencies:
• To perform the job successfully, an individual should demonstrate the following competencies:
• **Customer Service** – Provide outstanding service to visitors; manage difficult customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; meet commitments.
• **Teamwork** – Balance team and individual responsibilities; exhibit objectivity and openness to others’ views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; able to build morale and group commitments to goals and objectives; support everyone’s efforts to succeed.

• **Organizational Support** – Follow policies and procedures; complete administrative tasks correctly and on time; support organization’s goals and values; benefit organization through outside activities.

• **Dependability** – Follow instructions; respond to management direction; take responsibility for own actions; keep commitments; complete tasks on time or notify appropriate person with an alternate plan.

• **Oral Communication** – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions.

• **Written Communication** – Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs, present numerical data effectively, able to read and interpret written information.

• **Computer Skills** – Possess working knowledge of Microsoft Office and other software as needed. A working knowledge of the internet and web skills are needed.

• **Adaptability** – Adapt to changes in the work environment; manage competing demands, change approach or method to best fit the situation; ability to deal with frequent changes, delays or unexpected events.

• **Diversity** – Show respect and sensitivity for cultural differences.

• **Attendance/Punctuality** – Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.

• **Initiative** – Volunteer readily; undertake self-development activities; seek increased responsibilities; look for and take advantage of opportunities; ask for and offer help when needed.

**Other Qualifications:**
- Reliable transportation to work.

**Physical Demands:**
While performing the duties of this job, the employee is occasionally required to reach with hands and arms.

**Equal Opportunity:**
Visit Tucson is an Equal Opportunity Employer and does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age. We seek diverse applicants to join our staff. It is the policy of Visit Tucson to provide reasonable accommodations to qualified individuals with a disability who are applicants for employment or employees to perform the essential functions of the job.

**To apply:**
Please send your resume and a letter of interest to Vanessa Bechtol vbechtol@visittucson.org. We are hoping to fill this position as soon as possible.