

## **Discover Valdez – Valdez, Alaska**

### **Visitor Information Specialist**

<u>Job Title:</u>	Visitor Information Specialist
<u>Department:</u>	Visitor Services
<u>Wage:</u>	\$13.50 - 15/hr DOE
<u>Work Schedule:</u>	Flexible part-time positions up to 32 hours per week. Must be available for specific dates for cruise ship arrivals.
<u>Reports to:</u>	Visitor Information Coordinator and Services Manager

### **Position Summary:**

Visitor Information Specialists work as a team under the direction of the Visitor Services Coordinator and the Services Manager to provide information about Valdez to visitors via phone, email, or in person at the Visitor Information Center or Kelsey Dock Booth. Other duties include stocking visitor guides, rack cards, and merchandise in the Visitors Center; recording numbers of visitors, cleaning display and storage areas, and other duties as assigned.

### **Essential Skills and Requirements:**

#### Communication Skills:

- Ability to effectively communicate, verbally and in writing, in English. Additional language skills are helpful, but not required.
- Excellent customer service skills; must be enthusiastic about communicating information about Valdez to visitors in person, over the phone, or via email.
- Ability to work in a team with other Visitor Information Specialists under the leadership of the Visitor Services Coordinator and/or Services Manager.
- Ability to represent Valdez, the Discover Valdez brand, and member businesses in a welcoming and professional manner.

#### Technology Skills:

- Familiar with and comfortable using Microsoft Office Suite, including Word, Excel and Outlook, and the Windows operating system.
- Familiar with and comfortable using the Apple Square point-of-sale system for merchandise sales in the Visitors Center.
- Familiarity with major social media platforms, such as Facebook, Instagram, and YouTube, is helpful, but not required.

#### Physical Demands and Work Environment:

- Visitor Information Specialists will mainly staff the Visitor Information Center on Fairbanks Drive but may be required to staff the Information Booth at Kelsey Dock during cruise ship arrivals.

- Ability to sit or stand for long periods and occasionally lift and carry 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to show proof of COVID-19 vaccination or natural immunity.

### **Additional Opportunities**

Motivated Visitor Information Specialists will have additional career development opportunities, including gaining experience in marketing, communications, graphic design, and the travel industry. Familiarization trip opportunities with Valdez tour operators may be available. An end-of-season bonus, based on hours worked, may be available at the discretion of the Executive Director for those who complete the summer season.

### **Application Instructions**

To apply, please email a resume with contact information and references to [services@valdezalaska.org](mailto:services@valdezalaska.org). A cover letter is helpful, but not required.