

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

### **Visitor Services Coordinator**

<u>Job Title:</u>	Visitor Services Coordinator
<u>Department:</u>	Visitor Services
<u>Wage:</u>	\$18/hr DOE
<u>Work Schedule:</u>	Flexible full-time position up to 40 hours per week. Must be available for specific dates during cruise ship arrivals.
<u>Reports to:</u>	Services Manager

### **Position Summary:**

The Visitor Services Coordinator is responsible for leading a team of four to five Visitor Information Specialists to provide information about Valdez to visitors via phone, email, or in person at the Visitor Information Center or Kelsey Dock Information Booth. Other duties include stocking visitor guide magazines, rack cards and merchandise in the Visitors Center, cleaning, recording numbers of visitors, and other duties as assigned.

#### Visitor Services: Summer Season, June - September

- Operating the Visitors Information Center
  - Opening/closing procedures, turning on/off “Open” sign, TVs, Wi-Fi.
  - Ensure that the Visitors Center is clean and presentable for visitors.
  - Ensure rack cards and magazine displays are full and organized.
  - Sweep or clear front door area as needed.
  - Maintain floor display for VCVB merchandise.
- Seasonal Team Leadership
  - Ensure seasonal staff are providing proper information to visitors.
  - Delegate relevant tasks to seasonal hires as appropriate.
  - Review with Services Manager summer shift schedules.
- Customer Service and Public Relations
  - Answer emails and phone calls made to the front desk.
  - Assist visitors with information on the community, business members, and local activities.
  - Merchandise sales for customers.
  - Assist with the Kelsey Dock Information Booth during cruise ship arrivals.

### **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 represent Valdez, Alaska, the Discover Valdez brand, and Discover Valdez member businesses in a welcoming and professional manner.

### Leadership Skills:

- Motivation/inspirational leadership skills to ensure the Visitor Information team is providing outstanding customer service to visitors.
- Organizational skills necessary to produce staffing schedules for the Visitor Information team and written reports on number of visitors, merchandise inventory and visitor guide distribution.
- Ability to receive additional information or instructions from the Services Manager, Membership Manager or Executive Director and delegate tasks appropriately to the Visitor Information team.

### Technology Skills:

- Must be comfortable effectively using Microsoft Office software, including Word, Excel and Outlook, and the Windows operating system.
- Must be comfortable effectively using the Apple Square point-of-sale system for merchandise sales in the Visitors Center.
- Familiarity with major social media platforms, such as Facebook and Instagram, is helpful, but not required.
- May be asked to participate in staff meetings via video conference platforms such as Zoom, Google Meet or Go To Meeting.

### Physical Demands and Work Environment:

- The Visitor Services Coordinator will generally staff the Visitor Information Center on Fairbanks Drive but may be asked to staff the Information Booth at Kelsey Dock during cruise ship arrivals.
- Ability to sit or stand for long periods of time and occasionally lift and carry 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- May be asked to walk or drive reasonable distances around town to deliver rack cards or visitor guide magazines to member businesses or the post office.
- Ability to show proof of COVID-19 vaccination or natural immunity.

### Educational Requirements:

- High school diploma or equivalent.
- Some college experience (or trade certification) is helpful, but not required.

## **Additional Opportunities**

A motivated Visitor Services Coordinator 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 completing the summer season.

## **Application Instructions**

To apply, please email a cover letter and 2-page resume with references to [services@valdezalaska.org](mailto:services@valdezalaska.org).