



VALLEY FORGE

TOURISM & CONVENTION BOARD

Visitor Services Representative Job Opportunity

Our Mission: Inspiring visitors to fall in love with Montgomery County, Pennsylvania

Our Vision: A Must-Experience Destination; Rooted in the Past; Leading the Future

The **Valley Forge Tourism and Convention Board**, the official tourism board of Montgomery County, Pennsylvania, strives to inspire visitors by encouraging them to explore our natural, cultural, and historic assets, ultimately increasing hotel occupancy levels while producing more business opportunities for our members. Our goal is to strengthen economic prosperity within Montgomery County, Pennsylvania, by raising its visibility as a tourism destination.

Valley Forge Tourism & Convention Board Information

- Office Headquarters: 1000 First Avenue, King of Prussia, Pennsylvania 19406
- Description: 20 Full-Time Employees, Non-Profit Organization
- Job Location: Valley Forge National Historical Park – Visitor Center Coverage
- Supervisor: Kirsten Tallman, Director of Visitor Service

OUR FOCUS: The Valley Forge Tourism & Convention Board is a private, non-profit, member-based, sales & marketing organization committed to promoting our region to encourage tourism visitation while enhancing the quality of life for Montgomery County residents.

JOB DESCRIPTION

Valley Forge Tourism and Convention Board is seeking candidates to work part-time (temporary) at the Visitor Center located in Valley Forge National Historical Park on the weekend with some potential for hours during the week. As a **Visitor Services Representative**, you will primarily be assisting visitors along with light administrative support.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other tourism related duties may be assigned.

- Contributes to the success of the Board's strategic plan and adheres to its core ideology.
- Assist with Visitors Services at Valley Forge National Historical Park, involving weekend events
- Welcoming approach to visitors by greeting and assisting them with helpful area tourism information.
- Administrative tasks, such as answering phone, responding to requests via phone and email.
- Assist Director of Visitors Services to maintain and organize proper quantities of local and regional brochures and contact sources to maintain inventory to prevent from running out of information.
- Assist in local brochure distribution to area businesses and locations around Town.
- Keep back-stock of brochures organized, inventoried for reordering opportunities
- Coordinate with area event organizers and businesses to provide giveaways, such as visitor guides, travel planners, brochures, tote bags, pens, etc., as needed.
- Assist with Members Events and Kiosk-Mini Cooper Events as needed
- Provide input to Director of Visitor Services to improve the visitor experience in Montgomery County.

QUALIFICATIONS

The ideal candidate has a general interest in tourism, enjoys assisting others with a welcoming approach, familiar with providing friendly customer service approach to out-of-town visitors, ability to multi-task priorities, and the skills to function effectively in a hospitality environment.

COMPETENCIES AND SKILLS:

- Some base knowledge of Montgomery County is preferred, appreciation of the area as attractive for its history, accommodations, dining, nightlife, outdoor recreation, cultural and shopping opportunities.
- Comfort with a fun, fast-paced tourism workplace with the ability to work in a collaborative environment.
- Computer capability, experience with Microsoft Office Software.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, industry and trade journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

MATHEMATICAL SKILLS Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

COMPUTER CAPABILITY: Knowledge of database management, Microsoft Office Suite, mass mailing and e-mailing, mail merge of word processing and internet research.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

WORK ENVIRONMENT and PHYSICAL DEMANDS: Must be able to meet the typical physical and emotional demands of a standard office environment. This may include occasional lifting of boxes weighing up to 40 lb. The position does require some weekday and weekend shifts.

Benefits:

- Fun & Supportive Work Atmosphere provided at both VFNHP and VFTCB.
- Attire is business casual.
- Paid position at \$15.00/hour.

Work Schedule & Reporting Requirements:

2023: Seasonal Part-time Position
Flexible Hours: 16-24 hours per week, primarily weekends and potential weekdays as needed
Reporting Requirements: This position reports into our Director of Visitor Services, Kirsten Tallman

Application Process:

Email Resume: tallman@valleyforge.org
Kirsten Tallman, Director of Visitor Services
Valley Forge Tourism and Convention Board
www.valleyforge.org