



## VALLEY FORGE

TOURISM & CONVENTION BOARD

**Job Title:** Visitors Service Concierge  
**Industry:** Travel/Tourism, Parks & Recreation  
**Employer:** Valley Forge Tourism and Convention Board  
in consultation with Valley Forge National Historical Park  
**Reports to:** Director of Visitor Services  
**Term:** Fall or Winter – Part-time Temp  
24-40 hours a week/some weekend; we will work with your class schedule  
**Location:** King of Prussia, PA  
**Job Type:** \$10 per hour

### Job Description

As the official tourism board of Montgomery County, the Valley Forge Tourism & Convention Board is fortunate to have our Visitor Center located at the Valley Forge National Historical Park; & this position is key to welcoming travelers from all over the world while promoting all there is to see and do in the Valley Forge region!

The ideal candidate for this **Visitors Service Concierge position** at the Valley Forge Tourism and Convention Board (VFTCB) and Valley Forge National Historical Park (VFNHP) would be an enthusiastic, outgoing team player. The requirements listed below are representative of the knowledge, skill, and/or ability required.

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

- Welcome all visitors to VFNHP by providing outstanding customer service, in-depth interpretive VFNHP program information, and referrals to TCB members (hotels, restaurants, attractions, etc.)
- Knowledgeable of internet search engines to locate information, schedules, and other visitor interest items
- Knowledgeable about area attractions, transportation, dining, hotels and the like for Visitor needs.
- Maintains clean and orderly work area with proper inventories of brochures, information and supplies. Assists in the stocking and merchandising of literature, signage and other Visitor and TCB materials.
- Assist with the daily operations at the VFNHP Visitor Center including scheduling of volunteer staff.
- Effectively communicate information between the Director of Visitor Services and Visitor Center Staff.
- Keep up-to-date and communicate to volunteers all partnership happenings to sustain the visitor center desk as the “nerve center” for the flow of information between the partnership and the public.
- Assist with the tracking of statistical information recorded for the use of the partnership.
- Maintains working knowledge of current Valley Forge National Historical Park Visitor offerings, and promotions. Explain tour options and pricing to Visitors. Assist with managing incoming group tours (greeting, tracking, etc.)

**Minimum education:** High School Degree or equivalent and minimum 3 years previous customer service and/or sales experience.

**Qualifications:** To perform this job successfully, the employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Skills:**

- Ability to identify visitors' needs and provide solutions
- Some base knowledge of the history of VFNHP and Montgomery County in general is preferred; appreciation of the area as attractive for its history, accommodations, dining, nightlife, outdoor recreation, cultural and shopping opportunities.
- Excellent written and verbal skills.
- Experience in MS Office Suite and on a variety of social media platforms.
- Excellent interpersonal abilities.
- Ability to work in a collaborative environment.
- Attention to detail and comfortable with a fast-paced workplace.
- Knowledge of database management, Microsoft Office Suite and internet research.

**LANGUAGE SKILLS:** Ability to present routine written reports and correspondence; converse with a diverse group of people and staff at various levels. The ability to effectively present information and responds to questions from supervisor, peers, tourists and the public.

**REASONING ABILITY:** Ability to define problems, collect data, distribute information to appropriate parties, establish facts and draw reasonable conclusions. Ability to understand and interpret VFTCB and VFNHP policy as it relates to the visitor information desk and the VFTCB partnership with the National Park Service is a crucial part of this position.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk and hear. Employee will have to be able to lift up to forty pounds.

**Benefits:**

- Fun & Supportive Work Atmosphere provided at both VFNHP and VFTCB.
- Attire is business casual. Both sites have smoke-free work spaces.
- Paid position at \$10.00/hour.

**Application Process:**

Email Resume: [karl@valleyforge.org](mailto:karl@valleyforge.org)

Lisa Karl, Vice President of Sales & Strategic Partnerships Valley Forge Tourism and Convention Board: