**VISIT LOUDOUN
Position Profile**

**Position Information**

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| **Position:** | Part-Time Visitor Center Travel Advisor  |
| **Department:** | Sales Department |
| **Reports To:** | Visitor Information Coordinator |
| **Salary & Hourly Ranges** | $14-16/hour – not to exceed 20 hours/week with select opportunities for additional hours |

**Position Detail**

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| **CATEGORY** | **DETAIL** |
| **Role Summary:** | To provide superior customer service in the Visitor Center and throughout the County by engaging with visitors and distributing tourism collateral. |
| **Key Responsibilities** The critical activities required to achieve the desired business results | * Being part of a Team that greets and assists visitors as they enter the Visitor Center
* Assist in mobile visitor centers throughout County as part of group services
* Work within database to not only maintain inventory, but work with VL teams on data entry projects
* Responds to visitor inquiries via phone, mail, and internet
* Engage with visitors to determine why they are visiting, what they are planning to do, how they found us, and where they are traveling from
* Makes referrals to assist visitors with accommodations, dining, and attractions
* Ongoing training in product awareness, customer service, and business tools to enhance productivity and service
* Complete projects during daily shifts as assigned
* Participate in Visit Loudoun programming as assigned
* May require standing for long periods of time
* Bending, lifting of moderately to heavy items (25lbs or less)
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| **Essential Work Experience**  The combination of jobs or critical experiences related to the position that provide the basis for achieving sustained high levels of performance for the role | * Experience working with the general public in customer service-related roles
* Comfortable with computers and other technology
* Knowledge of Loudoun County and its Towns & Villages a must
* Working knowledge of CRM database management preferred
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| **Key Skills and Knowledge** The combination of skills (non-technical) and knowledge related to the position that are essential to achieving high performance levels within the given role | * Weekend availability necessary
* Awareness of “what’s going on” through newsletters and newspapers
* A deep passion for the work and promoting Loudoun County and its offerings
* Highly organized
* Ability to meet deadlines
* Ability to work on your own
* Strict attention to detail
* An open-minded person, outgoing and personable
* Working knowledge of Microsoft Office, and Google products
* Knowledge of databases preferred
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