**VISIT LOUDOUN  
Position Profile**

**Position Information**

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| **Position:** | Part-Time Visitor Center Travel Advisor & Distribution |
| **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 * Uphold and coordinate a delivery schedule for promotional materials throughout the county as well as sales service deliveries as needed * 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 * Physical demands associated with this position include lifting & carrying collateral materials (approximately 25-30 lbs) |
| **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 |
| **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 | * Ability to drive and access to own vehicle for delivery of visitor information, mileage to be reimbursed * 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 |