

**Valley Forge Tourism & Convention Board Job Description**

**Job Title**: Visitor Services Intern

**Department:** Marketing & Communications

**Reports To:** Director of Visitor Services

**FSLA Status:** Non-Exempt (Part-Time)

**JOB DESCRIPTION**

Valley Forge Tourism & Convention Board (VFTCB) is seeking candidates to work part-time at the Visitor Center located in Valley Forge National Historical Park (VFNHP) primarily on the weekends with some potential for hours during the week. As a Visitor Services Representative, this position 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, 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 the county.
* 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.
* Provide input to Director of Visitor Services to improve the visitor experience in Montgomery County.
* Support Visitor Services by exploring the park as schedule allows to capture photo and video content for post consideration on the VFTCB’s platforms: Facebook, Instagram, TikTok, Threads, YouTube.
* Assist Marketing & Communications, Membership, Sports, Domestic/International Tourism & Convention Sales/Services with special projects, FAM tours, and on-site activations as needed.

**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 travel.

**Benefits:**

• Fun & Supportive Work Atmosphere provided at both VFNHP and VFTCB.

• Attire is business casual.

**Application Process:**

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

Kirsten Tallman, Director of Visitor Services

Valley Forge Tourism and Convention Board

[www.valleyforge.org](http://www.valleyforge.org)