



**Travel Juneau – Juneau Alaska  
Visitor Information Specialist**

Job Title: Visitor Information Specialist

Wage - \$24/hr DOE

Work Schedule: Part-time position with up to 32 hours/week available. Must be available to work weekends and holidays.

Reports to: Visitor Services Manager & Visitor Services Coordinator

**General Summary**

The Visitor Information Specialist (VIS) serves as the point of contact for cruise ship passengers and other visitors to the Travel Juneau information centers located at the Marine Park Kiosk and Cruise Ship Terminal Visitor Center (CST). The VIS represents Juneau as a city and Travel Juneau as an organization. It is their duty to provide the most accurate and up to date information possible with an enthusiastic, hospitality-minded attitude. The goal is to encourage repeat visitation and promote Juneau as a year-round destination.

**Computer Skills:** Basic internet use including email and utilizing online employee scheduling software

**Verbal Skills:** Must communicate fluently in English, other languages a plus; strong communication skills in person and over the phone with a diverse group of people

**Physical Skills:** Must be comfortable lifting and carrying boxes and other items, up to 35 lbs

**Work/Personal Skills:** Must be organized and orderly. Comprehensive knowledge of the Juneau area is very important; being a long-time resident may be a plus. Must be enthusiastic and comfortable talking with and helping visitors, willing to attend trainings, have good listening skills, and be able and willing to follow written and verbal instructions. Must be mature, flexible, reliable, and patient. Must be tolerant of some exposure to weather. The ideal candidate would be available Saturdays & Sundays. Late April through early October availability is a big plus. **Bonus available for working complete contracted dates, based upon total number of hours worked.**

**Transportation:** Must have a valid driver's license and daily access to a reliable vehicle. Mileage reimbursement, for work related tasks, provided.

**Responsibilities:**

- Serves as a front line representative of Travel Juneau and works closely with visitors
- Assist guests by greeting, directing, explaining and educating them of local opportunities
- Provides interpretive materials such as handouts to visitors in a courteous, concise and tactful manner
- Work with Visitor Services Coordinator to update informational materials
- Monitor brochure racks, maps, and other materials, stock, and replenish as needed. Work with VSC or Seasonal Runner when site stock is needed

- Monitor the appearance of the work site and the supplies needed. Assist in keeping work and storage areas tidy
- Stay up to date with changes in partner businesses and local news that might affect visitors
- Maintain handout file at the desk, arrange for replenishment as needed with Visitor Services Coordinator or Seasonal Runner
- When on duty at a site, unlock and lock up as required by shift time, following the established opening and closing procedures
- Report maintenance problems directly to the Port Office. Then notify Visitor Services Manager
- Records visitor related incidents by completing accident or complaint forms, and reaching out to Visitor Services Manager
- Follows Travel Juneau policies and procedures as outlined in the Travel Juneau handbook
- Some other duties as designated by the Visitor Services Manager

To apply, please send a cover letter, resume and contact information for at least 3 professional or school references to [staff@traveljuneau.com](mailto:staff@traveljuneau.com). No calls, please. Positions are open until filled.