

## **VISITOR SERVICE SPECIALIST**

Serve as a liaison between our visitors and our marketing partners who are the foundations of our communities. To increase visitor volume, the length of stay and visitor spending for the destination by providing relevant visitor information and a quality visitor experience.

Position reports to: Director Community Relations & Events

Responsibilities include:

- Maintaining a working knowledge of the destinations, highways, transportation systems, public and private attractions and recreation areas, events, weather conditions, accommodations and its tourist attractions
- Accurate and efficient navigation on Bureau and Chamber websites
- Process and/or enter data into contest forms
- Capture visitor contact information whenever possible
- Initiate and participate in site visits to increase your knowledge of an attraction, hotel etc. to better serve the visitor
- Knowledge of office equipment and procedure for its use and service
- Distribution of all collateral materials on a regular basis

Telephones

- Answer all calls in a timely and efficient and professional manner
- Properly transfer incoming calls by knowing staff extensions or take messages as needed
- Constantly monitor and process voicemail for all voice mail boxes
- Note any irregularities in phone system

Lobby

- Follow all procedures for opening and closing
- Keep all brochure racks stocked as dictated by marketing contracts
- Keep brochure storage areas stocked, organized and neat at all times

Conventions/Conferences/Groups/Sporting Events/Trade Shows

- Keep abreast of current spreadsheet on the Bureau Network regarding housing for Ironman athletes and spectators
- Staff registration tables/booths as requested
- Any other duties as requested