

Macon-Bibb County CVB Job Description

Job Title: Visitors Center Specialist
Reports to: Visitors Center Manager (or Manager on Duty)
Hours: Part-Time (On Call)
FLSA Status: Non-Exempt

SUMMARY:

As a tourism industry liaison, this position is responsible for greeting visitors to the welcome centers and providing accurate information on the local and regional tourism product, assisting with way-finding, hotel, attraction, event and seasonal information.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Maintain a working knowledge of Macon's tourism inventory including accommodations, retail, restaurants, attractions, events, exhibits, seasonal venues, and related tourist services that are available.
- Respond to inquiries and the needs of walk-in visitors, telephone & website requests.
- Keep record of daily visitation, reservations and referrals to local tourism partners.
- Restock & tidy brochure supplies in lobby.
- Assist with inventory, ordering and maintaining storage of tour brochures.
- Assist with updating computer databases.
- Input data collected from visitor registry into spreadsheet document.
- Retail sales, cash register operation and handling monetary transactions.
- Represent the CVB at various local events and community functions.
- Complete assigned cleaning duties.
- Perform other duties as assigned by the Visitors Center Manager.

OTHER REQUIREMENTS:

- Must be able to work flexible hours to include evenings, weekends and holidays. Hours may vary due to peak and off-seasonal periods.
- Must be able to work at both the I-75 Visitors Center and the Downtown Macon Visitors Center.
- Behaves with the highest level of professionalism and ethical standards, including building brand loyalty and trust and maintains reputation of excellence among tourism destinations.
- Experience working under stressful conditions, managing time, prioritizing initiatives, multi-task effectively producing top quality work.
- Excellent communication skills with the ability to effectively present information and respond to questions from the general public.
- Must be pleasant, hospitable and provide excellent customer service at all time.
- Must be familiar with Microsoft Office, Word, Excel, Outlook, CRM or similar data management programs.
- Must be able to efficiently operate multi-functional phone system, computer, Microsoft Word and Excel, and cash register.
- Must be able to enter data accurately in Microsoft Excel.
- Must pass the math test.

EDUCATION and/or EXPERIENCE:

- Two to four years college degree preferred.
- Hospitality & tourism industry experience desired but not required.
- Bilingual/Spanish, German, French verbal, written, and translation communication skills a plus.

PHYSICAL DEMANDS:

- Physical demands include extended length of time standing and talking to visitors
- Must be able to lift up to 40 lbs.

I have read and understand the contents of this job description.

Signature _____ *Date* _____