

VISIT BUCKS COUNTY

Pennsylvania

Job Title: Visitor Information Coordinator

Reports to: Operations Director

Summary: Assists Director in the management of the daily operations of the Visitor Service Department. Acts as visitor services greeter to all individuals calling or walking in to the Bucks County Visitor Center requesting information about the destination. Represents Visit Bucks County at festivals and events in and outside of the region. Must have day, evening and weekend availability.

Major Responsibilities:

The major responsibilities for this position include but are not limited to:

- Assists Director with Visitor Services daily operations.
- Assists in the supervising of all visitor center staff and volunteers.
- Schedules coverage for and sets up Visitor booths at community outreach events secured by Industry Relations Department, such as partner festivals and legislative expos.
- Oversees partner brochure inventory assuring brochure racks are well maintained.
- Manages Consumer and Inventory database in CRM.
- Manages Live Chat Portal.
- Maintains Visitor Services and distribution statistics, compiles a monthly report from the CRM and daily visitor logs.
- Liaison between Visit Bucks County and Quakertown Visitor Center.

Requirements:

The successful candidate for this position possesses the following skills and abilities:

- High School diploma
- Any combination of training and experience with supervisory experience; 4-year college degree preferred
- Customer service work experience, emphasis in Tourism & Hospitality
- Knowledge of office software; able to quickly learn industry-related software
- Able to operate and maintain general office equipment
- Excellent grammar and business writing skills
- Able to resolve routine problems independently and recognize when problems should be referred
- Good organizational skills and ability to multi-task
- While performing the duties of this job, the employee is occasionally required to stand, walk, sit; use hands to handle or feel objects; reach with hands and arms; climb stairs; balance; stoop; kneel; or crouch
- The employee must be able to lift and or move up to 30 pounds
- Valid driver's license, vehicle and proof of insurance
- A personal commitment to excellence, professionalism and creativity
- A sense of humor

Compensation: Negotiable

To apply, please email a cover letter and resume to: LindaD@VisitBucksCounty.com