

## Visit Cheyenne Customer Service Specialist Job Description (7/2017)

**TITLE:** Customer Service Specialist (Part-Time – 25 hours/week) – hourly salary

Reports to: Director of Operations (day-to-day)  
CEO (ultimate authority)

**Duties:** Provides information and assistance to visitors of the Cheyenne area. Maintains Visitor Center as an interesting and informative attraction within the Cheyenne Depot. Performs administrative duties.

Work schedule (approximate): M-F 12:30 – 5 pm in Depot Visitor Center. Some limited evenings (until 7 pm) during June-August depending on staffing needs. Some weekend hours are possible as well.

### Customer Service

- Acknowledge and greet all visitors by standing and responding in a positive manner and offering assistance. Make visitors feel welcome. Leave the visitor with a better understanding of our area.
- Answer questions, provide collateral, and encourage visitors to stay in Cheyenne, ride the trolley, visit attractions, and attend events. LISTEN to understand visitor needs.
- Be first to answer all phone calls possible, answers questions, takes requests, and transfers calls as appropriate. However, make in-person visitors a priority over the phone.
- Direct building visitors to the Cheyenne Depot Museum, Greater Cheyenne Chamber of Commerce, and Cheyenne LEADs as appropriate.
- Sell trolley tickets and other attraction tickets as available and appropriate.
- Assist Director of Operations in accounting for ticket revenue.
- Monitor and control the Visitor Center electronic kiosks and photo kiosk.

### Statistics

- Record visitor numbers on hand counter.
- Enter caller statistics into database, making sure the data is accurately retained.
- Maintain records on all Cheyenne inquiries, via phone, mail, email, visitors or magazine referral requests.

### Calendar of Events

- Update online WY Office of Tourism Calendar of Events.
- Assist with Visit Cheyenne's monthly printed calendar of events as required and prepare daily/weekly "What's Happening" faxes.

### Mailings

- Handle all general and bulk mailings for Visit Cheyenne. Supervise this duty as appropriate for weekend staff working in the visitor center.

### General Information

- Assist in maintaining a clean and professional environment in the Visitor Center. Keep brochure racks stocked.
- Must be able to lift and distribute brochure boxes.
- Ability to draw, diagram, write or map simple directions.

#### Requests for Information

- Retrieve voice mail messages during the day and answers or disperses information appropriately. Forwards calls and requests for other economic development information to the appropriate agency.
- Maintains inventory of brochures, general information, giveaways, and supplies; keeps racks well-stocked; organizes and maintains storage areas.
- Assemble brochures and giveaway items, for groups as requested.
- Creates, updates and distributes an availability list of hotels/motels, campsites, and bed and breakfasts in Laramie County for Cheyenne Frontier Days.

#### Other Duties

- Perform administrative duties in the Visit Cheyenne office such as filing, logging bills, mailing bills, etc.

#### Suggested Experience:

- Knowledge of the travel industry and personal contacts in the industry are a plus.
- Ability to speak, write and communicate with all aspects of the general public.
- Ability to deal with people from all walks of life.
- Pleasant and helpful personality, good sense of humor, ability to smile and be outgoing.
- High School graduate or equivalent. Computer literate with working knowledge of MS Word and Excel.
- Light knowledge of bookkeeping and cash register/balance experience.
- Self-starter who budgets time and energy, is responsible for deadlines, and is creative in seeking new and better solutions to accomplish goals and solve problems.
- Enthusiasm for Laramie County with extensive knowledge of benefits of the resources within the county.

#### **Salary**

Salary starts at \$11.50/hr

To apply, submit resume to Jill Pope at [jill@cheyenne.org](mailto:jill@cheyenne.org) (307-778-3133) by Friday, July 21 at 5 pm.