

Last updated: October 4, 2017

**Howard County Tourism Council, Inc. (Company)**

**Job Title: Welcome Center Associate Saturday - Sunday**

**Compensation: \$12.00 per hour, time and a half on federal holidays**

**Reports to: Director of Operations and Visitor Services**

**Also supports: Director of Operations, Director of Sales, Director of Marketing**

**Summary**

Is an integral part of the Company; the Company executes marketing, sales and tourism product development to induce hotel, restaurant, retail and other tourism-related spending within Howard County.

This position will welcome visitors in-person at the Howard County Welcome Center and assist them in finding ways to spend money and enjoy the shops, restaurants hotels, and attractions in Howard County. During down-time, the position will also assist other parts of the company in completing projects.

**Qualifications**

Must be a “people person” with outstanding customer care skills, able to work independently and to communicate effectively both orally and in writing. Prior destination knowledge of Howard County, Maryland and the surrounding Capital region preferred.

**Duties and Responsibilities**

- Act as the company’s first point of contact: work in Welcome Center and upsell in-person visitors to encourage spending within Howard County.
- Work with Director of Operations to fulfil group services requests.
- Receive, log and organize all incoming brochures.
- Perform retail transactions.
- This position will also include specific clerical duties assigned by company directors.
- Perform various other tasks as needed.

**Job Requirements**

- Computer literacy in, and ability to self-teach new, computer software
- Ability to act autonomously and meet deadlines
- Ability to express ideas clearly and effectively, both orally and in writing
- Ability to work on a cooperative, courteous and effective basis
- Ability to move 30lbs
- Ability to set up trade show booth and pop-up tent
- Other abilities may be necessary in the performance of this job

The position is non-exempt (hourly), approximately 20 hours per weekend and includes shifts on most federal holidays.

Apply for this position by emailing [info@howardcountytourism.com](mailto:info@howardcountytourism.com)

**Howard County Tourism Council, Inc. is an Equal Opportunity Employer.**