

Travel Juneau Position Description: Visitor Information Specialist

Status: Part or full time seasonal position, no benefits. Hourly wage \$12-\$14/hr DOE

Reports to: Visitor Services Manager & Visitor Information Coordinator

Overview: The Visitor Information Specialist (VIS) works closely with our volunteers to serve as the point of contact for cruise ship passengers and other visitors to the Travel Juneau information centers located at the Marine Park Kiosk and the Cruise Ship Terminal. The VIS represents Juneau as a city and Travel Juneau as an organization. It is their duty to provide the most accurate and up to date information possible with an enthusiastic, hospitality oriented attitude. The goal is to encourage repeat visitation and promote Juneau as a year-round destination.

Computer Skills: Internet searches, Microsoft Office Suite

Verbal Skills: Must communicate fluently in English, other languages a plus, strong communication skills over the phone and in person with a diverse group of people

Physical Skills: Must be able to sit and stand for long periods of time, walk a moderate distance, lift 40 pounds, stretch, bend, reach etc.

Work/Personal Skills: Must be enthusiastic and comfortable talking and helping visitors, willing to attend trainings, have good listening skills, and be able and willing to follow written and verbal instructions. Must be mature, flexible, reliable, and patient. May need to be tolerant to exposure to weather. Extensive knowledge of the Juneau area is very important. Long-time resident a plus. Must be available 7 days a week and holidays.

Transportation: Must have a valid drivers license and daily access to a reliable vehicle. Mileage reimbursement provided

Responsibilities:

- Serve as a professional and welcoming representative of the Juneau community and Travel Juneau
- Work closely with volunteers and Travel Juneau staff to cover all shifts at the CST and Kiosk and provide support to the volunteer team during busy periods
- Greet, assist, and direct visitors to attractions according to their available time, budget and interests in a tactful and individualized manner
- Stay up to date with changes in member businesses and local news that might affect visitors – read and be familiar with weekly updates
- Provide informational materials judiciously, tailored to a visitors specific needs and interests
- Record visitor counts and hours
- Monitor, stock, and update maps and materials in racks and other information files regularly
- Communicate low counts and restock needs to Visitor Services Manager and Visitor Information Coordinator
- Deliver restock needs to visitor service centers frequently – sometimes multiple times a day
- Monitor appearance of work sites and racks - tidy and organize as needed
- Follow opening and closing procedures closely and carefully when on duty
- Report any maintenance issues to the Port Office and notify Visitor Services Manager
- Learn and utilize Shiftboard, our online scheduling service
- Attend all training events, follow procedures outlined in Volunteer Handbook
- Perform other duties as assigned by Visitor Services Manager and Visitor Information Coordinator