

VISIT LOUDOUN

Position Profile

Position Information

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| Position: | Part-time Data Entry Administrator/ Visitors Center Travel Advisor |
| Department: | Industry Relations |
| Reports To: | Sr. Manager: Industry Relations & Tourism Information |
| Direct Reports: | None |

Position Detail

| CATEGORY | DETAIL |
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| Role Summary: | To help maintain the integrity of the Visit Loudoun Customer relationship management (CRM) system, thereby helping to improve the quality of information found on VisitLoudoun.org. To provide superior customer service in the Visitors Center and throughout the county as required. |
| Key Responsibilities – The critical activities required to achieve the desired business results | <ul style="list-style-type: none"> • Maintain up-to-date information of Loudoun County’s tourism and hospitality businesses in Visit Loudoun’s CRM system to help ensure accurate information • Follow developed schedule to review VisitLoudoun.org to identify inferior listings or inactive businesses and make updates as needed • Be a part of a team that greets and assists visitors as they enter the Visitors Center, which is open 362 days each year • Respond to visitor inquiries via phone, mail and email • Conduct market surveys of visitors to determine why they are visiting, what they are planning to do, how they found us, and from where they are traveling • Make referrals to assist visitors with accommodations, dining, and seeing the attractions • Ongoing training in product awareness, customer service, and business tools to enhance productivity and service • Participate in Visit Loudoun programming as assigned • Bending, lifting of moderately to heavy items (25lbs or less) |
| Essential Work Experience – The combination of jobs or critical experiences related to the position that provide the basis for achieving sustained high levels of performance for the role | <ul style="list-style-type: none"> • Comfortable with computers and other technology • Knowledge of Loudoun County and its Towns & Villages a must • Working knowledge of CRM database management required |
| Key Skills and Knowledge – The combination of skills (non-technical) and knowledge related to the position that are essential to achieving high performance levels within the given role | <ul style="list-style-type: none"> • Awareness of “what’s going on” through newsletters and newspapers • A deep passion for the work and promoting Loudoun County and its offerings • Ability to meet deadlines • Ability to work on your own • Strict attention to detail • An open minded person, outgoing and personable • Working knowledge of Microsoft Office required |