



VISITOR ASSOCIATE JOB DESCRIPTION

OVERVIEW

A genuine, welcoming professional, the Visitor Associate supports the Olympia-Lacey-Tumwater Visitor and Convention Bureau's (VCB) Office Manager and Volunteer team by managing and restocking inventory in our Visitor Information Center (VIC), assisting with volunteer training and scheduling, and serves as a travel consultant for visitors. By anticipating needs, providing personalized expertise, and appropriately prioritizing customer service and data entry responsibilities, the Visitor Associate helps carry out the work and mission of the VCB.

The successful candidate will have strong customer service skills, be a fast learner, and genuine interest in helping visitors to Thurston County.

ABOUT THE VCB

Our team of zealous destination marketing professionals are as passionate about the Thurston County community as we are about our belief in the power of travel to change the world. We work day in and day out to strengthen the region's economy by developing meaningful experiences and promoting travel to vibrant Thurston County.

We are looking for a reliable and friendly team member to join our ranks and help us welcome visitors to Thurston County.

PRIMARY RESPONSIBILITIES

Visitor Information Center Support

- Keep track of supplies and inventory, and coordinate ordering with Office Manager
- Understand all office equipment, maintain and arrange repairs to be made when necessary
- Acquire and maintain brochures and maps as needed
- Answer inquiries from visitors and obtain mailing information and track source/referral of call
- Provide travel counseling and answer questions about region
- When appropriate, help visitors book hotel rooms or other in-county accommodations
- Track and record visitor data in alignment with DMAI reporting standards
- Take individual Visitor Guide requests, and prepare for outgoing mail
- Keep Visitor Information Center looking tidy and professional at all times

Administrative

- Check email and respond, follow up accordingly
- Understand and become proficient in phone system, answer phone, check phone messages

Volunteer Assistance

- Assist Office Manager with training, scheduling, and rewarding volunteers
- Maintains an updated volunteer manual

EXPERIENCEOLYMPIA.COM

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P.O. Box 7338, Olympia, WA 98507

The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.

QUALIFICATIONS

The ideal candidate will have:

- High school diploma/GED or equivalent required
- Proficiency in Microsoft Office (including Outlook, Word, Excel and Power point), data bases, Survey Monkey and internet search engines
- Proficiency in the use of office equipment, including: Basic computer hardware and software, copy/scan/fax machine, telephone systems, postage machine
- Excellent communications and customer service skills
- A thorough understanding of email and phone etiquette
- Ability to foster teamwork and communicate through problems
- Problem solver
- Proactive, anticipatory work style
- Excellent time-management skills
- A working knowledge of Thurston County as a destination for visitors and an enthusiasm to learn more
- Ability to lift and move 20-40 lb boxes

THE SMALL PRINT

Temporary, part-time, hourly position to end on December 29th 2017 with potential to become a permanent in 2018. Compensation DOE. Position reports to Office Manager. Open until filled.

HOW TO APPLY

To apply, email cover letter and resume to:

Michael Cordier, Office Manager, at michael@experienceolympia.com

Subject line: Visitor Associate, Full Name. No phone calls.

The Olympia – Lacey – Tumwater Visitor and Convention Bureau (VCB) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, VCB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.