**Position Opportunity**

**Clark-Floyd Counties Convention & Tourism Bureau**

**Travel Counselor**

**Employment Status: Non-Exempt/Part-time/Hourly**

**Reports to: Visitor Information Coordinator**

**Purpose/Key Roles of Position:** Support the organization’s role of destination marketing by providing travel counseling that engages visitors and residents with compelling and helpful travel information, and contributes to achieving the Bureau’s marketing objectives.

**Performance Expectations:**

* The top priority of the Travel Counselor is to provide positive experiences for all Southern Indiana visitors and residents.
* Ensures a positive and memorable experience for guests and residents.
* Encourages extended or repeat visitation.
* Serves as an effective role model in action and word for SoIN mission. Represents SoIN in a positive, enthusiastic, and professional manner and maintains an appropriate public image while representing the Bureau.
* Remains up to date on best practices relevant to the position; enhances personal skills through commitment to ongoing learning.
* Communicates effectively with a wide range of contacts; able to work well with people of diverse backgrounds and cultures. Provides courteous and timely assistance to internal and external customers.

**Responsibilities and Duties:**

* Greet visitors and assist them with visitor information. Determine visitor interests and suggest suitable attractions, dining, lodging, and shopping in an attempt to create a superb experience and to increase visitor spending and room nights.
* Act as a telephone receptionist while answering and logging visitor inquiries for data management tool.
* Organize brochures and printed materials in an effort to always have ample supply available to visitors while maintaining a neatly organized display area.
* Documents daily tracking numbers accurately, including partner referrals for data management tool.
* Act as a cashier in the visitor center gift shop and keep accurate daily sales records.
* Stock visitor center gift shop with merchandise and organize materials in storage.
* Maintain the cleanliness of the visitor center by performing light custodial duties between scheduled cleanings. Maintain a safe environment for guests and staff. Report repair or maintenance needs to the Visitor Information Coordinator.
* Actively collect visitor contact information to be used in marketing efforts. Regularly enter date in Customer Relationship Management tool as assigned.
* Some regional travel with overnight stays may be required.
* Work on special projects, promotions, and/or activities as assigned by the Visitor Information Coordinator.

*The above is intended to describe the general content for the performance of this position. It is not to be considered as an exhaustive statement of responsibilities and duties.*

**Desired Skills and Experience:**

* Minimum 2 years’ experience in customer service role
* Experience with the public/hospitality industry
* Cashier/Point of Sale system experience
* This position may maintain a presence on strategic travel and social media sites such as TripAdvisor, Yelp, YouTube, Facebook, Twitter, and Instagram.

**Required:**

* Excellent oral and written communication skills
* Must be fluent in English
* Ability to work unsupervised
* Office equipment, including: E-mail, Microsoft Office (Word, Outlook, Excel), internet browser programs, and Customer Relationship Management tool.
* In-depth working knowledge of Southern Indiana and Louisville regional visitor attributes, programs, and services, as well as of hotels, restaurants, attractions, and local history
* Give directions using map
* Use website searches and social media platforms to assist customers

**Physical Abilities:** This position will require the lifting and moving of printed materials and other supplies that may weigh up to 75 pounds. Your assistance may be needed for the set-up of exhibit booths that will require physical labor.

**The successful candidate must also:**

1. Be able to work weekends and holidays on a rotating schedule. The Southern Indiana Visitor Center is open seven days a week and many holidays. Some flexible hours for special events will also be required.
2. Have an outgoing personality.

**Compensation:**

*This position is hourly and is part-time*.

**Applying:**

Interested candidates should complete attached application and return as a PDF file via email to [Todd@GoSoIN.com](mailto:Todd@GoSoIN.com). The deadline for submission is before 5:00 p.m. on Friday, June 23, 2017.