



## **JOB DESCRIPTION**

<b>TITLE</b>	Tourism Specialist
<b>DEPARTMENT</b>	Convention and Visitors Bureau
<b>REPORTS TO</b>	Convention and Visitors Director

## **JOB SUMMARY**

This position sets a standard for “First Impression” as the first contact person for visitors, residents, and tourists. This job requires a warm, welcoming, professional, and knowledgeable demeanor by phone or in person. The Tourism Visitor Specialist is part of a team that provides visitor information, visitor relations, and administrative support to the Glen Rose & Somervell County Convention & Visitors Bureau. Works 40 hours per week with a schedule as dictated by the needs of the job. Often involves holidays and weekends.

## **SUMMARY OF ESSENTIAL JOB FUNCTIONS**

- Greets visitors to the Visitors Center professionally and invitingly.
- Provides printed materials, internet resources, and answers visitors' questions.
- Offers information regarding Glen Rose landmarks, history, restaurants, and things to do to visitors while in the area.
- Collects information in a welcoming manner regarding visitors' length of stay, where they are visiting from, where they are staying, etc.
- Encourages visitors to plan overnight stays, sign up for email notifications, and receive other information.
- Maintains cleanliness and organization of the Visitors Center.
- Maintains the inventory of rack card displays and ensures they are well-stocked and organized.
- Answer, screen, distribute & return telephone calls to the Visitors Center.
- Prepares monthly requests for office and operating supplies for the Visitors Center.
- Prepares and mails Visitor Guides and any other tourist information by mail or email as requested.
- Prepares promotional items, welcome bags, and other materials as needed.

- Post events, meetings, flyers, and public notices on our Tourism Calendar.
- Prepares and updates information for the monthly events calendar for distribution via email on tourism websites.
- Interacts professionally with industry partners, media representatives, and other travel industry professionals.
- Prints and mails HOT Tax bills – monthly and quarterly. Document all incoming payments for HOT money.
- Maintains contact with all business partners to stay up-to-date with hours of operation and changes in business operations in our area.
- Performs other related duties as required.
- Occasionally assists with various special events.

## **MINIMUM REQUIREMENTS**

- Valid Texas Class “C” Driver’s License
- High School diploma or GED; supplemented by a minimum of two (2) years’ experience in customer service, public relations or administrative support functions; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities.
- Knowledge of local area and events is preferred.
- Experience with Microsoft Office, Google G Suite, and Internet Explorer preferred.
- Requires a minimum typing speed of 25 words per minute.
- Must be computer literate.
- Must be fluent with the English language, both written and spoken, to facilitate communication with visitors and those making inquiries over the internet and telephone.

## **ABILITIES REQUIRED**

Must be able to see (to drive and work on the computer), hear (to answer phones and interact with visitors), and move a minimum of 25 lbs. without assistance (for mail handling and restocking duties).

## **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all

responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their typical responsibilities from time to time, as needed, and are subject to the City's Personnel Policy requirements.

Title:	Tourism Specialist, CVB
Pay Grade:	Hourly
Management, yes or no?	No
Classification:	Full-time, non-exempt Somervell County employee