

POSITION DESCRIPTION

Class Title: Information Desk Specialist – Visitors Center
Department: Public Information/Tourism Department
Worker's Comp Group No.:
Date: August 18, 2006

GENERAL PURPOSE

Performs a variety of customer service-oriented duties related to providing visitors to the E. Lee Trinkle Regional Visitors Center with information about the Wytheville area and the surrounding region. This position requires extensive contact with the public in person, by telephone, and via email. Employee must also perform a variety of routine and complex clerical and secretarial work in keeping official records, providing secretarial support to the staff, and assisting in the administration of the standard operating policies and procedures of the department.

SUPERVISION RECEIVED

Works under the supervision of the Director and Assistant Director of Public Information/Tourism. Receives daily instructions from the Visitors Services Manager.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Greets visitors and provides information in person, via telephone, direct mail, and email in a friendly, helpful, and thorough manner.

Extensive knowledge of the tourism-related businesses and attractions of Wytheville, Wythe County and surrounding region.

Prepare brochures for mailing (typing, tabbing, labeling and banding for bulk mailings).

Utilizes Internet to provide detailed directions and other information for visitors.

Assists in the inventorying and stocking of tourist information brochures.

Works as a team with fellow staff in all operations and duties of the Town of Wytheville Department of Public Information & Tourism (Wytheville Convention & Visitors Bureau & Wytheville Meeting Center).

Assists in the daily cleaning of the facility, such as vacuuming, cleaning of bathrooms, stocking of supplies, etc.
Learns operation of The Museum Shop (a gift shop operated within the Visitors Center by the Department of Museums) and assists in operation of the gift shop as needed and assigned. This includes operation a cash register and the limited handling of money.

PERIPHERAL DUTIES

Other duties as may be assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and
- (B) Two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic word processing; working knowledge of modern office practices and procedures.
- (B) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

TOOLS AND EQUIPMENT USED

Phone system; personal computer including word processing software; copy machine; fax machine; calculator.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; criminal background investigation; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Supervisor

Approval: _____
Appointing Authority

Revision History: February 18, 2015