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| **Job title** | *Visitor Information Specialist* |
| **Reports to** | *Business Development Manager* |
| **Staff:** | *Vacant* |
| **Current Salary or Hourly Rate:** | *Entry Level/Hourly/Non-Exempt* |

**Job purpose**

Receptionist for the CVB and responsible for assisting all walk-in visitors and call-in inquiries. Other duties include off-site Ambassador at some night, holiday and weekend event opportunities. This position is part-time, less than 30 hours per week.

**Duties and responsibilities**

* Must be able to work on-site and perform duties and responsibilities on-site
* Regular, predictable, reliable and on-time attendance is critical
* Must have a positive and supportive attitude
* Must be willing and able to work weekends, nights, and holidays as needed
* The ability to get along and work with the public, co-workers, and stakeholders is essential
* Must be able to take guidance, instructions, and follow directions of management
* Answer all incoming telephone calls, and relay calls and messages to appropriate personnel
* Greet and assist all walk-in visitors
* Assist with mailings, filing, reports, packet preparation and brochure distribution
* Maintain database of visitor inquiries
* Coordinate mailing requested materials to prospective visitors
* Serve as an ambassador of High Point to answer general inquiries and assist with off-site meetings that are in town
* Represent High Point in a positive point of view to all guests
* Develop positive relationships with industry partners, HPCVB Board, stakeholders and community
* Continually increase awareness and knowledge of High Point as to market it as a visitor destination.
* Assist with internal planned events in the Visitor Center throughout the year to encourage residents to engage in the community
* Complete additional projects as assigned by management as needed
* Provide registrar assistance as needed to client events
* Perform such other duties and assignments as needed and requested from time to time

**Qualifications**

* Strong written and oral communication skills
* Ability to coordinate multiple tasks
* Ability to research information and zeal to learn more about the community
* Working knowledge of Microsoft Office programs, internet usage, and training in Simpleview (specialized destination management software)
* Considerable knowledge of office practices and procedures
* Comprehensive knowledge of High Point events, furniture shopping, and attractions
* Must conduct business in a professional manner
* Must be able to find information effectively and research as needed
* Applicant must be a high school graduate, with administrative/secretarial Associates Degree preferred, or an equivalent combination of training and experience

**Working conditions**

The Visitor Information Specialist is a part-time employee that works under 30 hours a week in a professional on-site office setting interacting with management and staff. Some attendance at evening, weekend and holiday functions may be required from time to time.

**Physical requirements**

Must be able to perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing and repetitive motions. Must be able to perform medium work exerting up to 50 pounds of force frequently and or up to 10 pounds of force constantly to move objects. Must possess the visual acuity to prepare and analyze data and figures and do extensive reading. A working day is spent mostly sitting. Must present self in a mature, professional manner. Good judgment is critical. Must be able to perform duties on-site and in proximity to and with the public and in public areas.

**Direct reports**

Weekday and Saturday part-time staff directly reports to the Business Development Manager

**Deadline January 31, 2020:**

Please send resume/application and cover letter to:

Melody Burnett, President

1634 N. Main St. Suite 102

High Point, NC 27262

mburnett@highpoint.org

No phone calls, please.