

TOWN OF ESTES PARK, COLORADO

SEASONAL VISITOR INFORMATION ASSISTANT

DESCRIPTION OF WORK

General Statement of Duties:

Is responsible for greeting and assisting individuals calling or visiting the Visitors Center requesting information about Estes Park and Rocky Mountain National Park.

Supervision Required

Works under general supervision of the Visitors Center Coordinator.

Supervision Exercised

None.

ESSENTIAL FUNCTIONS OF THE JOB: The following are essential functions of the job. Any one position may not include all of the duties listed.

1. **Job Duties:** (assists in):
 - A. Maintains a working knowledge of the destination's highways, transportation systems, public and private attractions, recreation areas, events, weather conditions, accommodations, shops, restaurants and other attractions.
 - B. Maintains a working knowledge of compiled visitor information for use in assisting visitors and callers to the center.
 - C. Uses Convention and Visitors Bureau website to assist walk-in visitors and visitor inquiry calls, when needed.
 - D. Assists walk-in visitors and visitor inquiry calls promptly and informatively.
 - E. Maintains and disseminates event information and schedules.
 - F. Tracks volume and type of incoming telephone calls daily.
 - G. Maintains retail inventory.
 - H. Handles retail sales.
 - I. Works with Visitor Center Coordinator in cash management, tracking receipts, banking.
 - J. Other duties as assigned.

MINIMUM QUALIFICATIONS:

Required Knowledge, Skill, and Ability:

1. Must possess strong customer service skills.
2. Ability to communicate effectively verbally and in writing with the public including excellent telephone manners.
3. Ability to operate personal computer and related equipment.
4. Ability to process cash and balance a cash register drawer.
5. Must have the initiative to handle routine problems.
6. Ability to handle routine clerical skills.
7. Must possess strong visual skills (such as reading information on maps and brochures).
8. Able to stand or sit for long periods of time while serving customers.

Special Requirements:

1. Must be willing and able to work some weekends and evenings.
2. Must be able to lift heavy boxes (in excess of 20 lbs).

Education:

High School education.

Experience:

Extensive customer service experience.

OR

Any equivalent combination of education and experience.

I understand the description of this job and the essential functions, as given above. I also understand that all of the duties are not described above and that I will perform those above and all other assigned duties as directed by my supervisor and management.

Signature: _____ Printed Name: _____

Date: _____