



Tourism Relations Staff

The tourism relations staff member is a vital part-time, without benefits, position for the Monroe County Tourism Department. The tourism relations staff member will work 8 to 35 hours per week at the agreed hourly rate.

Job Title	<i>Tourism Relations Staff</i>
Reports to	<i>Administrative Assistant for Tourism</i>

Job Purpose

The main objective for the tourism relations staff member is to engage with visitors at the Cherohala Skyway Visitor Center to provide quality customer service, knowledgeable tourism information on the area, and exceptional retail assistance.

Duties and Responsibilities

- Maintains a professional attitude and appearance while demonstrating a superior level of hospitality when working with the public and other staff
- Answers calls, takes messages and handles correspondences
- Ensures availability of brochures and maps
- Assists visitors with directional information and maps
- Is familiar with Monroe County as it relates to tourism
- Is familiar with all store items and exhibit room items
- Maintains a clean, safe, enjoyable and helpful atmosphere for visitors and staff
- Completes all assigned tasks relating to opening, running, and closing the Cherohala Skyway Visitor Center each day
- Attend monthly meetings
- Other duties as assigned

Qualifications

Minimum qualifications include:

- High school diploma
- Ability to understand and follow verbal and written instructions
- Ability to utilize a point of sale system
- Ability to work in an interactive and fast-paced environment
- Ability to relate to persons of all ages, diverse backgrounds, skills and abilities

Working Conditions

This position may require the need to work evenings, weekends, and outdoors.

Physical Requirements

This position may require the lifting of items up to 50 pounds and will require periods of standing, sitting, walking, use of hands and arms, bending, lifting, use of POS, listening and speaking in person and on the phone. Noise level varies from quiet to loud.

Approved by:	
Date approved:	
Reviewed:	<i>12/23/2019 by Blaina Tallent Best</i>