



Employer: Fayetteville Advertising and Promotion Commission

Unit: Experience Fayetteville

Title: Visitor Services Coordinator

Reports to: Operations Manager

Position Type: Part-time, hourly, non-exempt

Hourly Rate: \$10.50

Posting Date: February 20, 2020

Qualified applicants should submit a resume to Julia Cherry, Operations Manager, at jcherry@experiencefayetteville.com. Please indicate "Visitor Services Coordinator" in your subject line.

Job Summary

The Visitor Services Coordinator (VSC) works under the direct supervision of the Operations Manager. The chief responsibility of the VSC is to provide visitors, residents and potential visitors with relevant and current information that will assist them in having the best possible experience in Fayetteville. The VSC is also responsible for carrying out operational procedures related to opening and closing of the Visitors Center and facilitating retail sales. This part time position will work up to 20 hours a week with the expectation that some Saturday and seasonal weekend evening hours will be included in the schedule.

Essential Duties and Responsibilities

- Greet guests in a friendly fashion and offer assistance, answering questions about restaurants, accommodations, outdoor recreation and attractions
- Advise visitors of current special events
- Orient visitors to the area by providing brochures and maps
- Complete opening and closing checklists for Visitors Center operations
- Carry out the sale of retail items and ensure re-stocking of inventory
- Process, schedule pickup and assemble print collateral requests
- Receive visitors/meeting groups for EF Staff
- Answer the Experience Fayetteville phone and transfer calls
- Organize and maintain brochure rack
- Ensure all posters/event material displayed is current
- Assist with operations and special projects when needed
- Maintain ongoing projects as needed, i.e. Hospitality Hero, Experience Fayetteville event support, etc.

Qualifications:

- Must value and display radical hospitality and the ability to establish rapport with visitors
- Proficient with Microsoft office applications such as Outlook and Excel
- Strong organizational and time management skills

Preferred Qualifications:

- Experience working in a shared database or inventory system
- Knowledge of convention/tourism/hospitality industry
- Knowledge of Fayetteville, Arkansas and the surrounding area

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. While performing the duties of this job, the employee must frequently sit for long periods, see, talk, and hear and sometimes lift up to 25 pounds. This position requires frequent use of a computer and telephone. Work environment is an office environment; a frequently crowded, occasionally noisy visitors center; occasional outdoor and indoor crowded public events.