



Employer: Fayetteville Advertising and Promotion Commission
Unit: Experience Fayetteville
Title: Visitors Center Coordinator
Reports to: Director of Operations
Position Type: Part-time, hourly, temporary/seasonal, non-exempt
Pay: \$15 an hour

To apply, send a resume to jobs@experiencefayetteville.com with the title Visitors Center Coordinator.

Job Summary

The Visitors Center Coordinator (VCC) works under the direct supervision of the Director of Operations and is a member of the Visitors Center team. The chief responsibility of the VCC 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 VCC 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 15 to 20 hours a week with the expectation that most Saturdays and some weekend and/or evening hours in addition to week day 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
- 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

Minimum Qualifications:

- Must value and display radical hospitality and the ability to establish rapport with visitors
- Familiarity with and enthusiasm for Fayetteville, Arkansas and the surrounding area
- Must be available to work Saturday morning/day shift (9am-1pm)
- May be asked to work during special events including evenings/weekends/holidays
- Comfortable using 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

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.

Experience Fayetteville is an EEO/AA employer that seeks to employ qualified persons without regard to race, color, religion, gender, national origin, age, sex, marital status, disability, veteran status, sexual orientation, gender identity or any other characteristic protected by law. We strive to ensure all employees a discrimination-free workplace and have a strong commitment to affirmative action and equal opportunities. We value and encourage diversity in our workforce. All applications are subject to potential public disclosure under the Arkansas Freedom of Information Act.