

**Job Title:** Visitor Center Weekend Staff  
**Department:** Partnership & Visitor Services  
**Supervisor:** Visitor Center Supervisor  
**FLSA Status:** Non-Exempt, Part-Time  
**Prepared Date:** 10/17/2018

**Summary:**

The Visitor Center Weekend Staff is responsible for creating and providing a welcoming environment for visitors, delivering clear and concise information about Tucson and the surrounding communities, specific to attractions and a broad array of outdoor activities and visitor interests. Staff members are responsible for assisting in maintaining and organizing Visitor Center collateral, i.e. rack cards, brochures, etc., and maintaining and organizing merchandise, including processing cashier transactions. The staff works in a collaborative team environment.

**Essential Duties and Responsibilities include the following – other duties may be assigned:**

- Follow specific opening and closing procedures, including setting the alarm, and assuring office is maintained in an orderly, easy to use manner.
- Greet and assist all visitors responding to questions, making suggestions highlighting Tucson’s attractions, directing visitors to appropriate rack cards, maps, Visit Tucson website, and other resources as appropriate.
- Restock rack cards, brochures, magazines and merchandise.
- Process cashier transactions, including opening and closing cash register.
- Assist assigned staff to organize storage area and perform inventory as required.
- Be thoroughly familiar with Visit Tucson’s membership, the community, local events, attractions, points of interest and facilities.
- Maintain clean and organized display area, shelves, bulletin boards, counter, etc.
- Perform other duties/projects requested by the Visitor Center Supervisor, Senior Director of Community Partnerships or the President.

**Supervisory Responsibilities:**

- This job has no supervisory responsibilities.

**Qualifications:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Punctuality is essential as the Visitor Center opens and closes weekends at an exact time, 9 a.m. – 4 p.m. (holiday schedule listing dates when the Visitor Center is closed will be provided by Visit Tucson).
- Excellent verbal communication skills.
- Highly developed skills in customer service related environments. Demonstrated skills in interacting with the public in a warm and professional manner while providing clear, concise and accurate information.
- Flexible and positive in interactions with colleagues, visitors and supervisor.
- Responsible and detail oriented.
- Willingness to learn and update knowledge relevant to job.

- Minimum computer skills requiring basic Word and the ability to research amenities assisting visitors with availability of events and festivals in the area.

**Education and/or Experience:**

- Any combination of education and practical work experience related to customer service-oriented positions.

**Competencies:**

- To perform the job successfully, an individual should demonstrate the following competencies:
- **Customer Service** – Manage difficult customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; meet commitments.
- **Teamwork** – Balance team and individual responsibilities; exhibit objectivity and openness to others’ views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; able to build morale and group commitments to goals and objectives; support everyone’s efforts to succeed.
- **Organizational Support** – Follow policies and procedures; complete administrative tasks correctly and on time; support organization’s goals and values; benefit organization through outside activities.
- **Diversity** – Show respect and sensitivity for cultural differences; promote a harassment-free environment.
- **Cost Consciousness** – Work within approved budget; develop and implement cost savings measures; contribute to profit and revenue; conserve organizational resources.
- **Dependability** – Follow instructions; respond to management direction; take responsibility for own actions; keep commitments; complete tasks on time or notify appropriate person with an alternate plan.
- **Communication Skills** -Ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.
- **Computer Skills** – To perform this job successfully, an individual should have knowledge of Microsoft Office and other software as needed. A working knowledge of the internet and web skills.
- **Safety and Security** – Observe safety and security procedures; determine appropriate action beyond guidelines; report potentially unsafe conditions; use equipment and materials properly.
- **Innovation** - Display original thinking and creativity; meet challenges with resourcefulness; generate suggestions for improving work; develop innovative approaches and ideas; present ideas and information in a manner that gets others’ attention.

**Physical Demands**

This is light work requiring occasionally lifting up to 35 pounds, moving boxes; work requires climbing stairs, kneeling, reaching, standing, fingering and repetitive motions; vocal communication is required for expressing or exchanging ideas; hearing is required to perceive information at normal spoken word levels; visual acuity is required for directing visitors using maps; the worker is subject to inside environmental conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.