Job Title: Visitor Center Specialist  
Department: Partnership & Visitor Services  
Supervisor: Visitor Center Coordinator  
FLSA Status: Non-Exempt, Part-Time  
Prepared Date: 11/01/2019

Summary:  
The Visitor Center Specialist 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.

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

• Be thoroughly familiar with the community, local events, attractions, points of interest and facilities.
• Communicate effectively with visitors.
• Assist Visitor Center Coordinator as needed with training and scheduling volunteers, coordinating flow of visitor information/community updates to all volunteers, etc.
• Make sure concierge desk is neat and fully stocked.
• Technical knowledge of Visitor Center digital displays, audio and video that run on loop throughout operating hours (ex. Ability to reboot, call appropriate contact for assistance, etc.).
• Be a Certified Tourism Ambassador in good standing.
• Other duties/projects requested by the Visitor Center Coordinator, Vice President of Strategic Initiatives or the President & CEO.

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.

Education and/or Experience:
• High school diploma or general education degree (GED); or three months related experience and/or training; or equivalent combination of education and experience.

Competencies:
• To perform the job successfully, an individual should demonstrate the following competencies:
  • **Customer Service** – Provide outstanding service to visitors; 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.
  • **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.
• **Oral Communication** – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions.

• **Written Communication** – Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs, present numerical data effectively, able to read and interpret written information.

• **Computer Skills** – Possess working knowledge of Microsoft Office and other software as needed. A working knowledge of the internet and web skills are needed.

• **Adaptability** – Adapt to changes in the work environment; manage competing demands, change approach or method to best fit the situation; ability to deal with frequent changes, delays or unexpected events.

• **Diversity** – Show respect and sensitivity for cultural differences.

• **Attendance/Punctuality** – Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.

• **Initiative** – Volunteer readily; undertake self-development activities; seek increased responsibilities; look for and take advantage of opportunities; ask for and offer help when needed.

**Other Qualifications:**

- Reliable transportation, a valid Arizona driver’s license, valid auto insurance, and a good driving record.

**Physical Demands:**

While performing the duties of this job, the employee is occasionally required to reach with hands and arms and climb or balance. The employee must occasionally lift and or move up to 25 to 35 pounds.