



ROLE DESCRIPTION

Position Title: Travel Information Specialist

Reports To: Director of Visitor Services

Status: Part-time, non-exempt

Location: Beloit Travel Wisconsin Welcome Center – I/39-90, Rest Area 22, Beloit, WI

Expected Results:

Organization – When individuals are seeking to travel, grow their business, or perhaps looking for a destination to live in, we at Visit Beloit want to ensure that the greater Beloit region is top-of-mind.

Position – Provides front line customer service and hospitality to visitors entering the state of Wisconsin at the Beloit Travel Wisconsin Welcome Center.

Essential Functions:

- Welcome and greet visitors and be a key influencer in encouraging them to extend their stay within Wisconsin and the Beloit region.
- Provide excellent customer service.
- Maintain a well-informed, working knowledge of state and regional destinations, events, attractions, and services available.
- Maintain an accurate count of visitors who enter the Welcome Center.
- Maintain brochure rack inventory through organizing, restocking, and receiving.
- Ensure accurate inventory records are kept.
- Fill night box for after hour visitors.
- Keep Welcome Center neat and orderly.
- This position is a part of a group work environment and typically works daytime shifts.

Critical Knowledge, Skills, and Abilities:

- Understanding of the tourism industry – knowledge of local/state attractions and destinations.
- Ability to effectively present information and respond to questions from the public.
- Proficiency with Microsoft Office products and web browsers.
- Strong interpersonal skills, maturity, and judgment.
- Ability to work collaboratively in a team environment.
- Understanding of customer service practices.
- Must be able to read maps and give directions.
- Ability to work weekends and holidays.

Education/Experience Requirements:

More than three years of related experience; or equivalent combination of education and experience.

Visitor/customer services and/or non-profit organization experience a plus. Excellent written and verbal communication skills. Strong attention to detail and above average organizational skills and experience. Must show strong initiative and have a positive, upbeat attitude. Combination of management and interpersonal skills with extensive communications, office etiquette and protocol, and leadership administration experience is beneficial. Must have a valid driver's license and reliable transportation. Flexibility with morning, afternoon, or sporadic weekend and holiday work.

Physical Requirements:

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. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee must be able to remain in a stationary position for an extended period of time. The person in this position needs to frequently move about inside the office to access file cabinets, office equipment, and storage space. The employee constantly operates a computer and other office equipment, frequently communicates with individuals, and must occasionally lift and/or move up to 50 pounds.

The employer retains the right to change or assign other duties to this position.

Interested individuals may apply by sending a cover letter and resume to: terri@visitbeloit.com. We kindly ask for e-mail correspondence only.