



Memphis Tourism Position Description

Title: Visitor Center Counselor (Part-time)

Reports to: Lead Visitor Center Counselor

Direct Reports: none

FLSA Classification: Non-Exempt

Position Summary

Visitor Center Counselors provide tourist information to visitors of Memphis/Shelby County while promoting Memphis Tourism Partners. This part-time position informs visitors about the area's amenities (attractions, hotels, restaurants, shopping and unique venues, etc.), which helps generate revenue for Memphis & Shelby County.

Essential Job Functions

- Assist visitors/tourists by giving directions, familiarizing them with area attractions, hotel accommodations and other interests.
- Provide a clean and friendly atmosphere whereby visitors feel comfortable in discussing their needs and learning more information about the area.
- Receive incoming calls, answering questions concerning Memphis & Shelby County; this requires a good working knowledge of the area and the ability to research unique questions. Enter information into Simpleview database to process requests when appropriate.
- Retrieve voicemail messages and handle appropriately (which may require research). Possible callbacks or entering request into Simpleview database.
- Enter all incoming email inquiries into Simpleview database.
- Print mailing labels and add postage in preparation for outgoing visitor requests.
- Print daily and weekly reports identifying total number of visitor inquiries and partner referrals.
- Complete daily sales functions (audit reports, sales by category, payment list, reconciliations, etc.).
- Maintain the public spaces with well-stocked brochure racks and store merchandise.
- Keep current on all amenities and partners: revisit attractions & hotels when needed; read email updates on events & partners and utilize all resources (media & internet) to be well informed.

Education/Experience

- Requires high school diploma
- Work history in any field, preferably customer service

Knowledge, Skills and Abilities

- A highly effective communicator with the ability to articulate (grammatically correct).
- Computer skills.
- Drive for results with ability to juggle competing priorities.

Working Conditions & Physical Demands

- Ability to walk, bend, stoop and carry items, possibly up to 25 pounds.
- Some weekend work is required.

This is intended to be a description of the general nature and level of work to be performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel in this position.