

## **Memphis Tourism Visitor information Center Counselor Description**

**Title:** Visitor Center Counselor

**Reports to:** Director of Visitor Services

**FLSA Classification:** Non-Exempt

### **Position Summary**

Visitor Counselors provide visitors and tourist information and promote the city, especially the members of Memphis Tourism. This position informs travelers and visitors of many different interesting attractions in Memphis that they may not be aware of otherwise, helping to generate more revenue for the city.

### **Essential Job Functions**

- Assist visitors and tourists by giving directions, familiarizing them with area attractions and museums; help find hotel accommodations.
- Receive incoming calls and assist callers with questions concerning their visits, accommodations, attractions, and concerns. research inquiries and offer to mail information when appropriate.
- Enter email and voicemail requests and inquiries into IDSS and Simple View (complete online form)
- Retrieve voicemail messages, answer inquiries, research answers and make call backs if appropriate or requested.
- Perform register audit report, by sales category report and payment list; balance cash drawer and record daily ticket sales.
- Maintain excellent floor presence by keeping areas clean and well stocked (restock merchandise, brochures and hotel coupon books).
- Conduct pro-active interviews to learn prospective visitors' interest in Memphis (i.e. music, museums, events or attractions for children) and general dates for their visit.
- Print mailing labels; add postage in preparation to mail out visitor packets.
- Visits attractions, hotels, and reads materials as needed to remain current on information about events, hotels and attractions.

### **Position Requirements & Qualifications**

#### **Education/Experience:**

- Associates degree or equivalent experience in administration.
- At least 1 year of customer service and/or retail sales experience.

#### **Knowledge, Skills, and Abilities**

- Strong appreciation for Memphis and its history.
- Genuine friendly personality and demeanor.

- Strong proficiency and proven success helping obtain business objectives and create competitive advantage.
- A highly effective communicator with the ability to clearly and concisely articulate information.
- Drive for results with the ability to juggle competing priorities.
- Basic computer skills

### **Working Conditions & Physical Demands**

- Typically this position requires the ability to walk, bend, stoop, and carry items weighing up to 25 pounds.
- Evening and weekend hours/work required at times over and above the traditional office requirements.