

Visitor Center Advisor (Docent) – Part time

FLSA: Non-Exempt

General Definition of Work

The Visitor Center Docent serves as the first point of contact for Halifax County Tourism. The incumbent provides exceptional customer service to visitors and members of the community.

Essential Functions/Typical Tasks

- Greets visitors promptly and courteously, helps locate brochures and maps, and answers questions to assist with travel needs;
- Ensures brochure displays and materials are filled in the reception area, outside, and makes changes as necessary;
- Maintains current information on display and discards outdated information;
- Maintains organization of brochure supply room, re-orders brochures/maps on a timely basis;
- Answers telephone calls, e-mail, and mail requests by providing the most useful and appropriate information in a professional manner;
- Assists the tourism director with on-going updates of database information, including visitation, visitor guide/rack card requests, cost saving/expenditure reports;
- Maintains the inventory in the Visitor Center, ensuring that it is displayed and rotated seasonally, as necessary.
- Works with vendors and artisans to manage the consignment inventory in the visitor center. May also purchase inventory for the visitor center;
- Keeps visitor center and work area neat and organized;
- Performs other related duties as assigned;
- Accepts, receives, and/or collects payments using the point of sale for the visitor center;
- Makes recommendations that impact the budget;
- Observe all approved safety and health policies and procedures pertaining to his/her work activities and perform all work tasks in a safe and healthy manner in accordance with County policy.

Knowledge, Skills, and Abilities

- Knowledge of Microsoft Office, internet, and e-mail applications;
- Knowledgeable (and willing to learn) about all aspects of the towns, county, and surrounding area;
- Skilled in communication and organization;
- Ability to work with people of diverse backgrounds.

Education and Experience

Requires a high school diploma or equivalent (GED), and considerable experience in customer service.

Physical Requirements

The work is sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Requires balancing, climbing, hearing, mental acuity, reaching, speaking, standing, talking, visual acuity, and walking.

Work Environment

Works in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

Licenses or Certifications: None

Special Requirements: None

*Halifax County has the right to revise this job description at any time.
This description does not represent in any way a contract of employment.*