CITY OF CONROE, TX

**JOB DESCRIPTION**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**Visitor Services Coordinator**

**Department: Convention and Visitor Bureau**

**Pay Grade:** **316**

**FLSA Status:**  **Non-Exempt**

**JOB SUMMARY**

This position manages visitor services of all kinds including assistance with all conferences and groups, individual travelers, grant applicants, etc. This individual must be able to multi-task; managing different groups and projects at various stages simultaneously.

**ESSENTIAL JOB FUNCTIONS**

* Aids visitors with directions, attractions and other information requests.
* Answers office phone, replies to e-mail inquiry requests, maintains files.
* Reviews voicemails and fills requests for information.
* Organize, fill and distribute visitor bags to groups, contact visitor groups for number of bags requested and arrange pick up of bags.
* Prepares agendas and takes minutes for Tourist Council meetings.
* Orders office supplies, brochures from area venues, and keeps lobby area stocked with brochures.
* Builds and maintains relationships with hoteliers, restauranteurs, and local businesses relating to tourism.
* Attends conferences and events; assist with registration.
* Assist meeting and event planner with aspect of their event
* Coordinate information booths, volunteers, visitor information etc
* Work closely with Conroe Music Advisory Council, Conroe GeoTour, and any other assigned group to coordinate meeting and events
* Excellent customer service skills
* Maintain weekly billing and credit card payments for the department.
* Performs other related job duties as assigned.

**QUALIFICATIONS**

**Education and Experience:**

Bachelor’s degree preferred, or a minimum of 3 years work experience in a customer service setting or similar setting. Willing to participate in professional development programs such as Texas Destination Marketer (TDM) and/or Certified Tourism Executive (CTE).

**Special Requirements:**

 Valid class “C” Texas driver’s license and clean driving record. Must comply with City of Conroe direct deposit payroll policy.

**Knowledge, Skills and Abilities:**

* Skill in customer service and ability to work with public, employees, supervisors, vendors, management, and other entities.
* Knowledge and proficiency in Microsoft Office programs.
* Ability to communicate and present information effectively.
* Ability to aid Visitors with directions, attractions and other information.
* Ability to maintain accurate records.
* Ability to manage multiple tasks simultaneously and to work well with others and without supervision.
* Ability to communicate effectively in written and oral instructions.
* Ability to upload leads from publications into database software; track activity at CVB.
* Ability to manage, track, and post events to local and regional event calendars.
* Ability to prepare outgoing mail, proof reading of e-mails, advertisement copy, letters and other written information.
* Ability to order office supplies, brochures from area venues and keep lobby area stocked with brochures.
* Ability to perform multiple tasks with continuous interruption while ensuring a positive visitor experience for guests and traveler.

**PHYSICAL DEMANDS**

The work is sedentary and requires the ability to exert 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. Additionally, the following physical abilities are required: feeling, hearing, mental acuity, repetitive motions, kneeling, lifting, reaching, speaking, listening, visual acuity, and walking. Regular travel by airplane and automobile in conducting business is required

**WORK ENVIRONMENT**

Work is performed where there are minimal hazards, mostly indoors but may have occasional outdoor setting.