

Kane County

Job Description



Job Title: Tourism Host	Job Code: 203
Division: Tourism/Film Commission	Effective Date: 12/01/10
Department: Commission/Administration	Last Revised: 12/01/10

GENERAL PURPOSE

Performs a variety of **operational support and customer service duties** as need to promote tourism with Kane County. Assists with general marketing projects.

SUPERVISION RECEIVED

Works under the close to general supervision of Tourism Director or the Visitor Center Coordinator.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Provides the first-level contact with office visitors and tourists; provides general operational information; performs clerical, customer service, public relations and bookkeeping duties to include; answer, track, and respond to incoming phone calls, e-mails and other communiqués from callers and clients; greet clients or walk-in visitors, assist them with general tourist and travel information, and direct them to appropriate destination(s).

Acts as information source related to movie histories, lodging, local attractions, dining, road conditions, fees, permits, etc. assisting the general public and special interest visitors.

Maintains inventory of advertising brochures, maps and videos; mail and delivers brochures; contacts appropriate state, regional or federal agencies to replenish supplies; monitors brochure racks in motels, restaurants, etc., and provides contact information; prepares reports documenting program activities, and accomplishments.

Assists in planning, organizing, and conducts local visitor tours; offers interpretive information related to various local sites, landmarks and areas of interest, events and attractions; assists visitors in choosing visiting schedules.

Maintains and updates accurate hard copy and computerized files and records; maintains organization of filing system, record books, and back up computerized files.

Attends various local partnership meetings, planning meetings and workshops as directed by the Tourism Director, and gathers materials which may be of interest to Tourism Director.

Performs outdoor set up of banners and various public advertizing media.

Performs related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school;

AND

B. Sufficient experience the hospitality industry to demonstrate an aptitude and ability to perform above and related duties;

OR

C. An equivalent combination of education and experience.

2. Required Knowledge, Skills and Abilities:

Working knowledge of general office procedures, equipment, and methods, and general bookkeeping and budget, English, spelling, grammar, and punctuation; various software applications utilized in work processing, desktop publishing, accounting, etc.; local history, attractions, landmarks, and visitor attractions. **Some knowledge of** Transient Room Tax (TRT), how it is collected and disbursed.

Skill in photography, brochure development, and general merchandising; photographic skills in use of a digital camera.

Ability to operate standard office equipment such as desktop computers, copy machines, typewriters, calculators, paper folder, etc.; ability to follow verbal and written instructions; ability to perform clerical and secretarial work involving departmental operations; ability to organize, develop, and maintain filing and other record keeping systems; ability to perform under stress of time deadlines, frequent changes in programs and seasonal demands; ability to use computerized art layout and design related to bulletins, announcements, advertisements etc.; ability to establish and maintain effective working relations with fellow employees and the public. Ability to lift 35 lbs, to load and unload brochures.

3. Special Qualifications:

Must have a current Utah drivers license. Must be willing to maintain a flexible working schedule to adapt to daily office demands and be willing to occasionally respond to situations after normal business hours.

4. Working Environment:

General office environment requiring variety of physical activities not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, hearing and seeing. Mental application utilizes memory for details, emotional stability and discriminating thinking and creative problem solving. Modest flexibility of schedule is necessary, as weekend and evening hours are sometimes needed, limited travel to accommodate delivery of brochures.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the employee(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)