



JOB DESCRIPTION

VISITOR CENTER INFORMATION SPECIALIST

JOB TITLE: Information Specialist

REPORTS TO: Visitor Center Manager

POSITION DESCRIPTION:

The first face people see when entering the SLO Chamber office – friendly, outgoing, and efficient. Information Specialists are stationed at the front desk of the Chamber to greet all visitors to the Chamber office and the Visitor Center. They provide complete and accurate information on the city and the surrounding communities, answer incoming calls, read and respond to e-mails, and provide clerical support for all Chamber staff. In addition, an Information Specialist maintains the retail merchandise within the Visitor Center and promotes sales.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet visitors with full attention and a smile, including those who are in to see Chamber staff.
- Answer questions, hand out materials and assist visitors with recommendations.
- Answer the phone with the knowledge of which Chamber staff member can best assist the caller.
- Check emails and respond to any information requests or forward e-mail to the appropriate staff member.
- Post events on the Community Calendar and maintain an up-to-date event window.
- Handle (in a timely manner) Chamber projects: Sales packets, mailings, name tags, etc.
- Assist Chamber staff at events: Mixers, GMSLO, ribbon cuttings, etc.
- Foster a good rapport with the City hoteliers: Map deliveries, hotel availability calls, etc.
- Sell items in the Visitor Center with attention to monthly sales goals in order to help achieve overall Visitor Center budget targets.
- Other duties as assigned by Visitor Center Manager.