



Job Description

VISITOR SERVICES SPECIALIST (PART TIME)

November 2023

General Description

This position is for a high-energy customer-centric star who will assist the Visitor Experience Manager (Manager) with projects, such as support with event planning, hotel concierge-level service for groups, and handling the purchase of needed items for these events and completing necessary paperwork before and after the projects/events.

This employee needs to be knowledgeable about Sarasota County and be able to assist visitors about Sarasota County's experiences in person, via phone/text, and/or email.

This is an at-will employment for a non-exempt position.

Reporting, Workplace, and Working Relationship

This position reports to the Visitor Experience Manager (Manager), with a primary focus to assist the Manager by fulfilling projects and/or events, as assigned by the Manager.

The workweek will consist of 4 workdays; up to 6 hours/day and may require attending events after hours. At least 1 of the workdays may be conducted from home.

Requires you to maintain a professional relationship with VSC staff, volunteers, Chamber of Sarasota staff, and guests.

Qualifications

- Proficient in Outlook, Word, Excel, and PowerPoint.
- Good knowledge of Sarasota County's offerings and general area information.
- Enjoys and knows how to perform online research.
- Strong verbal, written, and "people" skills.
- Must be able to operate a computer, (cell)phone & printer.
- Ability to communicate well with the public, staff, and volunteers.
- Must be able to carry boxes and items that may weigh up to 25 Lbs.

Primary Duties and Responsibilities

- Assist Manager with the planning of certain VSC events.
- Assist the Manager with the planning and execution of providing Concierge-level service at hotels or event sites for groups staying in our County.
- At the direction of the Manager, purchase items needed for the visitor centers (including for the Visitor Information Vehicle) and handle related paperwork to submit to the Finance Dept.
- Actively promote Sarasota County & providing guidance to guests looking to explore the area.
- Assist visitors by researching the internet, answering questions (in person, over the phone, or via email/text).
- Replenish brochures in racks at visitor center as needed. Inform the Manager when items are running low for re-order and/or contact the VSC partners to request more of their rack cards.
- Accurately track daily visitor statistics (in-person/phone/email/text stats, mailings, bags etc.)
- Create visitor information bags, and mail relocation packets and visitor guides.
- Participate in VSC customer service and training programs.
- Assist with updating volunteer manual and forms.
- In the absence of the Manager, communicate with the fulfillment center for shipment of visitor guide cases and assign projects to volunteers.
- Other duties as assigned.

Starting Salary: \$18/hour

Hours: 4 days/week, 5-6 hours per day

Please email resumes to: smcloud@visitsarasota.org