



## Job Description [February 2024]

# DESTINATION SERVICES / INSIDE SALES SPECIALIST (PART TIME)

### General Description

This position is for a high-energy, customer-centric star who will assist the Visitor Experience Manager (Manager) with special events planning and hotel concierge-level destination services for groups.

This employee needs to be knowledgeable about Sarasota County, be able and comfortable helping VSC members (partners) and visitors, and eager to share all the wonderful experiences our area offers.

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 [VSC] events after hours.

Requires you to maintain a professional relationship with Visit Sarasota County (VSC) staff, partners, vendors, and volunteers.

### Qualifications

- Proficient in Microsoft Suite (Outlook, Word, Excel, and PowerPoint).
- Knowledge of Microsoft SharePoint and OneDrive (preferred).
- Good knowledge of Sarasota County's offerings and general area information.
- Enjoys/proficient in online research.
- Strong verbal, written, and "people" skills.
- Must be able to operate a computer, (cell)phone & copier/printer.
- Must be able to carry boxes and items that may weigh up to 30 Lbs.

**Primary Duties and Responsibilities**

- Assist the Manager with the planning and execution of providing concierge-level destination services at hotels or event sites for groups staying in our County.
- Network with our [hotel] partners at VSC events to get to know them and their needs. Set up follow-up meetings with hotel’s sales teams and front desk staff on how we can further assist the with visitor services programs (training, group destination services, VSC collateral, etc.)
- Work with the VSC Sales Team to coordinate booked business groups and contact the meeting planners of said groups to determine the needs of the group pre- or post-arrival.
- Set up VSC info booths at certain meetings and events and provide visitor information. (Coordinate volunteers and contracted staff to help with these efforts).
- Assist Manager with the planning of special VSC events. 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 and provide guidance to guests looking to explore the area. Assist visitors by researching the internet and answering questions.
- Participate in VSC customer service and training programs.
- Assist VSC staff at events and with event logistics.
- Other duties as assigned.

**Starting Salary:** \$18/hour

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