

Tourism Receptionist

Nature of Work

This is responsible clerical and reception work providing information to tourists and residents who access the county's visitor centers. Activities associated with the job include meeting and greeting visitors, providing information about tourist attractions, facilities, hotels, restaurants and other services, selling souvenirs and other materials, and handing out brochures and maps. Additional activities include filling brochure racks, cleaning the visitor's center, receiving and accounting for all funds, maintaining visitation records and maintaining reference files. Incumbents also assist with guided tours when necessary and provide information about local historical sites and other places of interest. Job responsibilities require thorough knowledge of local tourist attractions, services and accommodations, thorough knowledge of the history of the county and location of motels, restaurants, etc., knowledge of the dates and locations of special events and activities and good organizational and interpersonal skills. Job performance is evaluated by the Convention & Visitors Bureau Office Manager through review of the level of assistance provided to visitors, knowledge of local tourist attractions, accommodations, restaurants, etc., awareness of special events and activities, cleanliness and organization of the welcome center, accounting of funds received and interpersonal and organizational skills.

Illustrative Examples of Work

- Greet visitors and direct them to local tourist attractions, facilities, hotels, restaurants and other services.
- Answers questions and provides information about local attractions, historical sites and other tourist oriented facilities.
- Sells local craft items, maps, books, etc. and maintains accounting records of all funds received.
- Hands out brochures, information and maps of the area.
- Fills brochure racks, cleans the visitors center and stocks brochures and other materials.
- Maintains records of visitation to the center.
- Maintains reference files and information pertaining to the cost of attractions, availability of services, etc.
- Assists with making hotel and restaurant reservations upon request.
- Serves as a "step on" guide for local tour buses and provides riders with interesting information about local historical attractions and other sites of interest.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited four year high school; experience working with the public; thorough knowledge of local tourist attractions, historical sites, services and

accommodations; thorough knowledge of the layout of the county and location of motels, restaurants, etc.; knowledge of the dates and locations of special events and activities; experience handling funds and performing basic accounting transactions; good organizational and interpersonal skills; or any equivalent combination of education or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of local tourist attractions, historical sites, services and accommodations.
- Considerable knowledge of the layout of the county and location of motels, restaurants, etc.
- Knowledge of the dates and locations of special events and activities.
- Knowledge of hotel and motel accommodations and cost of various services and attractions.
- Knowledge of basic accounting transactions and money handling techniques.
- Ability to interact with the public in a professional and courteous manner.
- Ability to accurately account for funds and maintain accurate records of all cash transactions.
- Ability to prepare and maintain files, records and related information in an orderly and accessible manner.
- Ability to maintain the visitor center in a clean and orderly manner.
- Ability to assist with local tour bus rides and provide visitors with interesting and informative presentations of local and regional historical sites, places of interest and other accommodations.