



JOB DESCRIPTION

VISITOR CENTER INFORMATION SPECIALIST

JOB TITLE: Information Specialist
HOURS: Part-time
LOCATION: San Luis Obispo Chamber Offices | 895 Monterey Street,
REPORTS TO: SLO Visitor Center Manager

POSITION DESCRIPTION:

The first face people see when entering the SLO Chamber office and Visitor Center, Information Specialists are stationed at the front desk to greet all visitors. They provide updated and accurate information on the city and surrounding communities, answer incoming calls, read and respond to emails, 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 come 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 Chamber Community Calendar and maintain an up-to-date event window.
- Complete Chamber projects in a timely manner, including sales packets, mailings, name tags, etc.
- Assist community events such as Farmers' Market, Cal Poly Family Weekend, Cal Poly Open House, 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.

HOURLY WAGE

\$16.50 - 17.50 per hour, DOE

APPLICATION SUBMISSION

To apply, please email resume with cover letter to: brianna@slochamber.org.