SAN LUIS OBISPO CHAMBER of COMMERCE

JOB DESCRIPTION

Visitor Center Information Specialist

Job Title: Visitor Center Information Specialist
Hours: Part Time (under 20 hours/week)
Salary: Minimum Wage
Location: In Person | 895 Montery Street, San Luis Obispo
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 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 via phone, email, or live chat response.
- Answer the phone with the knowledge of which Chamber staff member can best assist the caller and record an accurate message when necessary.
- Check emails and respond to any information requests or forward e-mail to the appropriate Chamber or City staff member.
- Post events on the community and local tourism event calendars while maintaining an up-to-date event window.
- Respond to inquiries from live chat widgets housed on the Chamber and City tourism websites
- Handle (in a timely manner) Chamber projects: Sales packets, mailings, name tags, etc.
- Foster a good rapport with the city hoteliers and local businesses through informed referrals
- Responsible for selling merchandise in the Visitor Center, meeting monthly sales goals, and maintaining an organized, clean, and visually appealing sales floor
- Familiarity with Outlook, Excel, SharePoint, Google Docs, Google Sheets
- Flexible availability including weekends, nights, and holidays
- Other duties as assigned by Visitor Center Manager.