



Visitor and Administrative Services Representative

Job Description

PURPOSE AND OBJECTIVES

The Visitor Services Representative provides day-to-day assistance to visitors and potential visitors to the Moosehead region. The VSP also completes administrative tasks to support DML and as assigned.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Information Services

- Provides information regarding events, services; restaurants, lodging, experiences and availability to current and prospective visitors via phone, email and in person.
- Maintains up to date information on area lodging, restaurants, activities, and businesses in the visitor center and online.
- Shares Moosehead Lake information to assist with the best visitor experiences.
- Performs all levels of customer service with area businesses, visitors and vendors
- Manages inventory of businesses brochures and contact for restock
- Trains Visitor Center volunteers.

Administrative

- Maintains electronic and paper files in compliance with State and Federal non-profit best practices.
- Handles mail and distributes to appropriate person and/or committees as needed
- Collects funds for maps, and other various retail items in the visitor's center and forward information to the Treasurer.
- Collects fees for events, sponsorships, special events, and fundraisers and forward information to the Treasurer.
- Manages inventory of office supplies pertinent to daily job functions, events, and board and committee needs.
- Updates website as necessary.
- Compiles visitor traffic reports
- Maintains daily visitor logs withing the center.
- Provides administrative support to staff, board and committees as necessary including but not limited to correspondence, mailings, errands, events, online tasks, basic bookkeeping and projects.
- Maintains a clean and orderly Visitor Center.

OTHER

- Other duties as assigned by the Board of Directors.

INTERPERSONAL RELATIONSHIPS:

Daily interactions with visitors, Board of Directors, committee members, area businesses, owners, prospective visitors, vendors, contractors, and volunteers.

CERTIFICATES & LICENSES

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, is required.
- Industry specific certifications beneficial.

KNOWLEDGE

- Sound knowledge of local tourist attractions and facilities and be aware of activities across the Moosehead region.
- Ability to be a good team member and able to work independently
- IT skills, Office Suite, Google Suite, Publisher, social media, etc. Quickbooks a plus.

WORKING CONDITIONS:

- 40 hours per week. Flexible hours possible.
- Requires some weekends, holidays and occasional evenings.
- Requires some travel for professional events, business engagements, meetings with prior approval from Executive Committee.
- Requires use of personal car to perform some job duties throughout the Moosehead Lake Area; specifically for business connections, to transport marketing materials and to maintain outreach.

Reports to: Executive Director.

September 2021