



Visitor 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.

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.
- Collects funds for maps, and other various retail items in the visitor's center and forward information to the Treasurer.
- Manages inventory of office supplies pertinent to daily job functions, events, and board and committee needs.
- Compiles visitor traffic reports
- Maintains daily visitor logs withing the center. Maintains a clean and orderly Visitor Center.

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
- Office Suite, Google Suite, social media, etc.

WORKING CONDITIONS:

- 20 hours per week. Flexible hours possible.
- Requires some weekends, holidays and occasional evenings.

Reports to: Executive Director.