



## **Part Time Visitor Information Specialist**

### **Company Mission:**

Visit Baltimore is a 501(c)(6) nonprofit that generates economic benefits for the region by marketing Baltimore as an engaging cultural destination for visitors, an ideal destination for meetings and conventions, and as an advocate for the local tourism community. We also work to develop the next generation of hospitality leaders through the Visit Baltimore Education and Training Foundation.

### **Company Values:**

Our day-to-day behaviors are the foundation of our workplace culture. Because of this, all our actions must come from a place of respect for ourselves, our colleagues, our customers, our community, and our stakeholders. Grounded in a foundation of respect, we embrace the following values as the principal pillars of our culture:

- Practice Mindfulness
- Empower Collaboration
- Exemplify Adaptability
- Celebrate Diversity

### **Summary:**

Visit Baltimore is seeking a Visitor Information Specialist to assist in the successful operation of the Baltimore Visitor Center. Information Specialists welcome and service visitor and group information and retail needs and play a valuable role in the destination experience.

### **Essential Duties and Responsibilities:**

- Greet visitors in a friendly and professional manner.
- Effectively identify visitors' interests to make appropriate recommendations and suggestions. Equally promote Visit Baltimore Partners as well as Baltimore activities to all customers.
- Stay up to date with general Baltimore information, Visit Baltimore Partner information, City events and other promotions to provide visitors with the best information to enhance their experience in Baltimore. Effectively navigate Visit Baltimore's website and conduct general internet searches to find information.
- Assist in managing the up-to-date information that coworkers and volunteers use in their day-to-day interaction and promotions. Communicate with Visit Baltimore Partners on a regular basis to determine hours of operation, ticket prices, etc.
- Promote and sell retail items. Effectively operate Visitor Center computer systems, inventory systems, retail registers, etc.
- Count and maintain individual cash drawer at beginning and end of shift. Deliver cash receipts and credit card media to the on-duty supervisor for cash reconciliation and bank transaction preparation.
- Keep brochure racks stocked, assist with brochure inventory management and re-orders.

- Assist with collecting visitor survey information as needed.
- Assist with tidying up main floor, desk areas and restrooms as needed.
- Comply with Company policies and procedures.
- Other duties as assigned by the Director of Visitor Center Operations.

**Qualification Requirements:**

- Flexible work schedule with the ability to work a minimum of 5-hour increments, up to 20 hours per week based on availability.
- Demonstrated experience working in customer service within a team environment.
- Team player with a positive attitude and willingness to learn.
- Excellent communication and customer service skills working with visitors and team members.
- Basic computer proficiency with ability to use the internet as an informational resource effectively. Ability to learn inventory and retail sales systems as needed.
- Knowledge of Baltimore and the hospitality industry a plus.
- Dependability and professionalism are a must.

**Interested candidates should forward their resume to [resumes@baltimore.org](mailto:resumes@baltimore.org). NO PHONE CALLS PLEASE. Visit Baltimore is an Equal Opportunity Employer.**