



Housing & Call Center Information Specialist (Bilingual)

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 bilingual (English/Spanish) Housing and Call Center Information Specialist to assist in the successful operation of our call center and group housing departments. Answer and handle calls from visitors requesting information about Baltimore, make reservations and sell tickets to attractions as needed, and assist in booking and confirming hotel reservations for convention attendees.

Essential Duties and Responsibilities:

General Duties:

- Handle all calls expertly and efficiently
- Provide exceptional customer service to all callers
- Equally and fairly promote Baltimore and Visit Baltimore's Destination Partners by answering inquiries from potential visitors
- Handle all unusual caller requests to the best of ability
- Accurately enter customer information into database, and if requested by customer, mail a Visitor Guide
- Be familiar and knowledgeable on all software programs, Passkey, Ticketing system, Outlook, Internet, and Simpleview
- Ability to navigate through the Visit Baltimore website in a timely manner
- Actively participate in regularly scheduled training sessions and staff meetings and apply the information learned to daily job duties
- Willingness to work as a team player and assist with other duties as assigned.

Leisure Duties:

- Properly and efficiently operate the ticketing software to sell Destination Partner attraction tickets
- Proficient in upselling while making visitors excited about coming to Baltimore
- Become an expert on answering the question “What is there to do in Baltimore” by keeping up with available resources on Visit Baltimore’s Destination Partners.

Housing Duties:

- Use Passkey while assisting callers in making reservations
- Ability to handle difficult calls and housing situations with the proper tools independently (with the least amount of assistance)
- Follow correct housing procedures when handling changes and cancellations
- Assigned Group responsibilities:
 - a. Set up Fax folder/Check folder/Group folder
 - b. Print Event Set-Up Summary
 - c. Shop Hotels for rate integrity
 - d. Apply checks to appropriate guest account and follow through with proper check procedures
 - e. Complete duplicate reports
 - f. Complete hotel availability calls for Pre-con
 - g. Assist in room Audits

General:

- Assist with mailroom operations. May have to lift 30 lbs. and drive a company vehicle to deliver amenities in the local area
- Ensure the organized saving of documents and other files to SharePoint in accordance with department and company standards
- Continually contribute to further the goals of the organization and department
- Comply with company policies and procedures; and,
- Other duties as assigned.

Qualification Requirements:

- **Bilingual skills (English/Spanish)**
- 1-3 years’ experience in a professional office environment providing exceptional customer service. Prior call center experience preferred.
- Team player with a positive attitude and strong customer service focus
- Excellent communication and customer service skills in dealing with internal and external customers
- Self-starter who is organized and thorough with attention to detail
- Working knowledge of Microsoft Word, Excel, and Outlook. Ability to learn industry specific software programs.
- Valid driver’s license
- Ability to lift to 30 lbs. to assist with mailroom operations
- Willing to learn and assist with new projects
- Dependability and professionalism are a must.

Interested candidates should forward their cover letter, resume and salary requirements to resumes@baltimore.org. NO PHONE CALLS PLEASE. Visit Baltimore is an Equal Opportunity Employer.