

# **Washburn County Tourism Association, Inc.**

## **Summer Visitor Information Specialist-Job Description**

**Title** Summer Visitor Information Specialist  
**Department(s)** Washburn County Tourism Association  
**Reports to** Assistant Director of Tourism

### **Job Summary:**

- Provide excellent customer service to visitors
- Interact in a positive manner with all WCTA contacts and personnel
- Answer and respond to visitor inquiries
- Keep literature racks full and inventory stocked as appropriate
- Update tourism websites
- Contact lodging as needed for lodging vacancy
- Record visitor inquiries and generate reports
- Perform administrative office functions as needed
- Assist management team on special projects, marketing, visitor guide ad sales & production, etc. as needed
- Handle day-to-day operations of the tourist information center
- Keep tourist information center clean, organized & welcoming
- Perform ticket sales and office functions for Spooner Rodeo per agreement

### **Minimum Educational Requirements:**

High School Education. Customer service experience is required.

### **Abilities Required:**

Exceptional customer service skills are necessary. Must have excellent computer skills, be proficient in Microsoft Office & Excel, Google Drive, and have the ability to learn new computer programs quickly. Must be able to lift up to 50 lbs.

### **Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.