

Visit Pensacola Job Description

Job Title: Tourism Ambassador
Reports To: Visitor Center Supervisor
Department: Visitor Information Center
Status: Non-exempt, Part-time, max of 29 hours weekly, hours appropriate to satellite office.

Summary: Provide a welcoming environment and present an overall positive image of the community to visitors and residents alike, encourage return visits and lengthen stays. Enrich the visitor's experience by presenting our unique blend of history, culture and, coastal life. To support the overall tourism mission of Visit Pensacola. Hard worker, team player, problem solver, flexible, people person, self-starter, initiative, strong communication skills.

This position is part-time at a max of 29 hours weekly, with a combination of weekday and weekend hours. This position maybe required to rotate to other Visitor Information Centers, (Pensacola, Perdido or Pensacola Beach) as needed.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Opening the Visitor Center, ensure daily grounds & facility presentation.
- Greet visitors in a positive manner, responding promptly to customer needs.
- Assist with inquiries both in person and over the telephone.
- Provide information regarding lodging, dining, attractions and directional assistance as needed. Ability to read maps is necessary.
- Answer incoming calls and refer appropriately.
- Maintain tidy sales area, stock & price merchandise.
- Understand and be knowledgeable of stakeholders and the value of their service to the visitor.
- Stock brochures and maintain lobby in an orderly manner.
- Maintain clean, orderly information station, lobby and well-stocked merchandise displays.
- Attentive of lobby, restrooms and, grounds to ensure safety and presentation needs.
- Knowledge of Visit Pensacola services and partnership levels.
- Basic computer skills.
- Remain vigilant of visitors' common questions in order to assist and provide knowledgeable answers to "curious questions" about our community.
- Prepare welcome packages for groups and reunions as needed.
- Conduct inventory of consignment items.
- Take out recycle and garbage containers for pick-up.
- Improve processes and policies in support of organizational goals, maximize output, adherence to rules, regulations and procedures.
- Hard worker, team player, problem solver, flexible, people person, self-starter, initiative, strong communication skills.

Career Ladder: This position could lead to Tourism Ambassador Full Time or Visitor Center Supervisor within VPI.