

**Job Description: Visitor Center Administrative Technician**

**PAY GROUP:** TP 07/05

**EEOC CATEGORY:** Admin Support

**FLSA:** Non-Exempt

**SUMMARY OF POSITION:**

Seguin Main Street & Destination Seguin is seeking a highly organized and personable Visitor Center Administrative Technician to serve as the first point of contact for visitors and provide essential administrative support to our team. This pivotal role ensures the smooth operation of our office and delivers a welcoming, informative experience to the public.

Key responsibilities include managing the front desk and Visitor Center, handling all incoming inquiries by phone and in person, maintaining team schedules, and streamlining office procedures to enhance efficiency. The ideal candidate will be a multi-tasker with strong communication and customer service skills.

This position is currently a temporary part-time position with hours that may vary from 20 to 25 per week. The ability to work hours that are Tuesday-Saturday from 9:00am to 2:00pm, with occasional Third Thursday evenings, and other events as needed.

**ORGANIZATIONAL RELATIONSHIPS:**

1. Reports to: Main Street & Destination Seguin Director
2. Directs: none
3. Other: Works with other city employees, local business owners, and the general public

**EXAMPLES OF WORK:**

**Essential Duties\***

- Aids visitors with directions, attractions, and other information requests
- Answers office phone, replies to e-mail and website inquiry requests, maintains files
- Assists in the development of office procedures and administration
- Reviews voicemail and fills requests for information
- Organize, fill, and distribute visitor bags to groups, contact visitor groups for number of bags requested and arrange delivery of bags
- Orders office supplies, brochures from area venues, and keeps visitor center stocked with brochures

\* for the purpose of compliance with the Americans With Disabilities Act (ADA)

*This job description does not take into account potential reasonable accommodations.*

- Builds and maintains relationships with hoteliers, restaurateurs, and local businesses relating to tourism
- Coordinates information booths, volunteers, visitor information, etc.
- Collects and processes payments for merchandise and documents and maintains records of payments collected
- Manages inventory of visitor center merchandise and promotional materials
- Receives and signs for deliveries and prioritizes and distributes mail to staff
- Receives and catalogs various event applications and grant documents
- Assists with other duties as assigned

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skill in customer service and ability to work with public, employees, supervisors, vendors, management, and other entities
- Knowledge and proficiency in Microsoft Office programs
- Ability to communicate and present information effectively
- Ability to aid visitors with directions, attractions, and other information
- Ability to maintain accurate records
- Ability to manage multiple tasks simultaneously and to work well with others and without supervision
- Ability to communicate effectively in written and oral instructions
- Ability to upload leads from publications info database software and track activity in the Visitor Center
- Ability to manage, track, and post events to local and regional event calendars
- Ability to prepare outgoing mail, proof reading of e-mails, advertisement copy, letters and other written information
- Ability to order office supplies, brochures from area venues and keep visitor center stocked with brochures
- Ability to perform multiple tasks with continuous interruption while ensuring a positive visitor experience for guests and travelers
- Ability to work Tuesday-Saturday from 9:00 am to 2:00 pm, with occasional Third Thursday evenings, and other events as needed

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Bachelor's degree preferred, or a minimum of 1 year work experience in a customer service setting or similar setting.

### **TRAINING, CERTIFICATES AND LICENSES REQUIRED:**

Possession of a Valid Texas Class C driver license

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