



Overview

Title:	Visitor Center Representative
Location:	Train Depot, 101 Bouthillier St. Galena, IL
Reports to:	Visitor Services Manager
Time Expectation:	Part time position; some seasonal adjustment. Welcome Center open year-round: <ul style="list-style-type: none">weekend hours: Sat/Sun. 9a-4pweekday hours 10a-2p <i>The Center is closed Christmas Eve, Christmas, New Year's Day, Thanksgiving</i>
Salary:	\$13-\$14/hour

Function: The primary duties and responsibilities of a Visitor Services Representative at the Galena Country Visitor Center, is to assist visitors/guests either directly or by telephone or internet with information and directions about Galena Country. Duties must be performed in a friendly, outgoing and courteous manner at all times.

Duties Include, but are not limited to:

- Assist potential visitors with trip planning either through phone or e-mail correspondence
- Greet and assist onsite visitors/guests with detailed destination information including but not limited to: lodging availability, restaurants, shops, and recreational opportunities as well as special events
- Staying up-to-date and informed on special events in Galena Country
- Keeping the information racks well stocked, assuring that they are well organized.
- Participating in on-site visits to new and existing lodging facilities, attraction or other tourism related businesses.
- Track statistical data such as number of onsite visitors, phone calls and e-mails.
- Opens/closes the Visitor Center and is knowledgeable of the working of the security system.
- Keeps the Visitor Center and restroom space neat, clean and welcoming
- Performs other duties as assigned by the Visitor Center Manager

Requirements:

- Strong communication skills
- Working knowledge of Microsoft Office, Excel, Internet and e-mail
- Strong customer service skills
- Ability to work independently or as a team member
- Ability to maintain confidentiality
- Strong working knowledge of the Galena area

About Galena Country Tourism

Galena Country Tourism® is the official destination management organization for Galena Country.® Our mission is to promote, develop and expand the visitor industry for the benefit of the local economy and community including the City of Galena and Jo Daviess County, Illinois. We promote Galena Country as the Midwest's premier destination for overnight visitors and aim to increase overall visitor spending in our area.

Galena Country transports people to another time and place to enjoy one-of-a-kind experiences and adventures. Some historic, some timeless, and some brand-new – but always original.