

# VISIT SUN VALLEY

<b>Position Title:</b>	Visitor Center Agent
<b>Reports To:</b>	Visitor Center Supervisor – Direct Reporting Operations Manager – Indirect Reporting
<b>Exempt/Non-Exempt:</b>	Non-Exempt

## **SUMMARY/OBJECTIVE**

Working as a Visitor Center Agent includes providing tourist services by presenting information on what to see and do in the Sun Valley, ID area. Agents will greet tourists in person or by telephone, and other means of communication, answer questions and give information on historical sites, scenic areas, dining, shopping, and other tourist attractions. Agents are friendly, accommodating, and knowledgeable about the community to ensure guests enjoy their time so thoroughly that they make Sun Valley their favorite destination.

A person with strong customer service skills and a solutions-orientated team player who is accountable for his/her results will be successful in this role. Visitor Center Agents work collaboratively in a concierge-style environment and consistently treats our community guests how you would want your loved ones treated in order to provide the ultimate Sun Valley experience.

## **EXPECTED HOURS OF WORK**

The Center is open all year, including holidays. This is a part-time position, typically 16- 20 hours/week. Visit Sun Valley would like the individual to have a team player attitude with the ability to work evenings, weekends, and holidays.

## **ESSENTIAL FUNCTIONS**

- Communicate information to visitors and members of the public, handle inquiries in person, by phone, email, chat platform or text messages
- Gather information on, and work with, local businesses and visitor attractions
- Source guides and other marketing literature; monitor and stock brochure racks
- Research and visit attractions and accommodations
- Check the Visit Sun Valley calendar for events/activities & read the local newspaper
- Keep up to date with changes in tourist activities and events
- Record Weekly Activity Report including notable guest commentary, staff 'extra mile' efforts and other noteworthy happenings or interactions
- Ensure the center is well presented, sanitized and organized
- Participate in special events, as needed, provide a welcome experience to visitors and members of the public by performing all essential job duties
- Actively engage with visitors in different locations in downtown Ketchum, Sun Valley and Hailey, offering assistance and information about the area, events, etc.
- Perform such other duties, appropriate to the role, as may be required from time to time

# VISIT SUN VALLEY

## REQUIREMENTS

- High school diploma or GED
- Must be able to remain calm, respectful, and be flexible to changing guest flow and demands
- Uphold, support, and engage in our purpose and core values – including staying abreast of current news and community events
- Strong customer service background including an enthusiastic, friendly and confident manner

## PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Must be able to lift and manipulate materials/cleaning equipment weighing up to 10 lbs. on a regular basis and up to 25 pounds on an occasional basis
- Effort includes prolonged standing and occasional bending, stooping, and reaching on a daily basis
- Indoor environment, exposed to some outdoor weather, and in an enclosed space with occasional close physical proximity with retail center noise levels.

## TRAVEL

Local light travel is expected for this position.

**Sun Valley Tourism Alliance (dba Visit Sun Valley)** is an Equal Opportunity Employer. The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. **Visit Sun Valley** reserves the right to amend and change responsibilities to meet business and organizational needs, as necessary.