

Visitor Services Coordinator

Visit Sitka seeks a seasonal 40 hour per week Visitor Services Coordinator. This position will be responsible for welcoming and orienting visitors to the available activities and experiences in Sitka, as well as providing on-site supervision of paid staff and volunteers to ensure a high-quality experience for all visitors. This is a temporary, 6-month position, starting in mid-April and concluding in late-September, and requires the successful candidate to commit at least one weekend work-day per week, with alternate weekdays off.

Responsibilities

- Assist Visitor & Member Relations position to recruit, train, schedule (keep an accurate calendar), and retain viable visitor information staff and volunteers to work at multiple visitor information distribution locations.
- Responsible for compiling daily reports and submitting monthly statistics to supervisor. Reports must be consistent, on-time, and accurate.
- Greet and help orient visitors while providing the level of customer service at downtown visitor information center as well as cruise ship terminal welcome desk.
- Be knowledgeable of and able to effectively communicate information to visitors about attractions, daily activities and events.
- Supervise and staff the downtown information center and the cruise ship terminal welcome desk, including opening and closing, and maintaining and restocking inventory.
- Schedule, track attendance, and process timesheets.
- Assist in supervising and mentoring part-time staff and volunteers, including helping to plan training and appreciation events.
- Collect, track, and report visitation counts and feedback, work with staff to address complaints.
- Act as point of contact for phone calls and deliveries when Visit Sitka staff are not available.
- Represent the Sitka Chamber and Visit Sitka with integrity to all members of the world community.
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Requirements

- ✓ Demonstrated supervisory experience and planning the work of others.
- ✓ Demonstrated experience in organizing workflow and coordinating activities.
- ✓ Demonstrated experience in the use of several software programs, including, but not limited to: Microsoft Word, Excel, Canva, Google Calendar. Must be able to communicate across multiple platforms and locations.

- ✓ Must be able to work some evenings and weekends.
- ✓ Must have a valid driver's license.
- ✓ Must be able to lift 50 lbs with assistance while bending, twisting to lift items and to carry to storeroom.

Preferred experience

Three (3) plus years of tourism industry experience with an emphasis on tour operations and working with the public.

Experience working with volunteers and/or volunteer training.

An Associate's or Bachelor's Degree in a related field from an accredited institution.

COVID-19 Information

This position has constant contact with the public. Staff may be asked to take precautions such as wear a mask while at work. Due to the evolving workplace and governmental requirements for the Covid-19 pandemic, positions may be subject to Covid 19 testing, temperature checks, and other screening method.

Anticipated date range: Mid-April through September 30, 2022

Hours: Full-time, 8-hour work day, 40 hour work week

Salary: \$20 per hour, end of season bonus for completion of contract in good standing

Submission information

Submit cover letter, resume and two professional references. Initial reviews will begin March 21 and will continue until position is filled.

Email to Laurie Booyse at tourism@visitsitka.org

For more information contact the Visit Sitka office at (907) 747-8604

About Us

The Greater Sitka Chamber of Commerce was established in 1903 and is a voluntary organization of business and community leaders who promote, support and facilitate commerce and economic growth in the community. Visit Sitka is a private, non-profit marketing organization serving Sitka under a city contract for destination marketing organization (DMO) services. With a combined year-round staff of 5 full-time employees, the team produces a wide variety of programs and projects to support Sitka's businesses and organizations, as well as improve the wider local economy.