

**Wisconsin Dells Visitor & Convention Bureau
Job Description**

Job Title: Visitor Services Representative
Department: Visitor Services
Reports To: Visitor Services Manager
FLSA Status: Non-Exempt
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Grade:

Summary

The Visitor Services department is the front-line of contact for visitors looking to discover the Wisconsin Dells area via in person, over the phone, internet chats and emails. Representatives interact with visitors and members by providing excellent customer service and accurate information.

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

EEC Primary

Process employee entertainment cards to include: issuing cards, verifying necessary documents, collecting payment and running necessary shift and/or end of day reports.

Answer incoming telephone calls; determine purpose of call, and forward calls to appropriate personnel or department.

Take and deliver messages or transfer calls to voice mail when appropriate personnel are unavailable.

Backs up Info Center staff and assists visitors by welcoming on-site visitors, determine nature of business, and announce visitors to appropriate personnel.

Visitor Services

The Visitor Services Representatives proactively greet and assist all visitors, coworkers, and members in a friendly and positive manner.

VSR's provide detailed, accurate information via telephone, email, live chat, and in person, while equitably representing all members of the WDVCB.

Communicates effectively with other staff and management.

Follows opening and closing procedures.

Assist in maintaining/updating department procedures.

Issues work permits according to and following DWD standards.

Processes gift cards efficiently and accurately, following procedures.

Be prepared each day for the possibility of working all areas of the Visitor Services Department. Pay particular attention to appropriate dress code for the InfoCenter.

Backs up EEC by helping to issue cards when EEC is busy and Info Center is not.

Backs up Tele-Center (Info 2) as needed when working in Info Center (Info 1).

Makes sure brochure racks are filled and organized.

Ensure the InfoCenter(s) & public restrooms are kept clean and well stocked with appropriate literature and/or supplies.

Assists in meeting set up and tear down according to established procedures.

Assists Sales department with event registrations, stuffing projects, sorting badges, etc.

Assists other departments and performs other duties as required by management.

Performs general administration duties including, but not limited to: filing, faxing, making copies, statistic tracking and data entry.

Data enter requests for information retrieved from telephone, email, live chat, or voice mail systems.

Run necessary reports for programs, cash register and daily reporting.

Maintains other VS department projects like, but not limited to: EOG, School Calendars, Housing List, Downtown Hours, Marketing Cube schedule and changing out Window Displays.

Participates and helps other VS staff with projects assigned to members of the VS department.

Review [wisdells.com](http://www.wisdells.com) regularly to remain knowledgeable on member businesses, including location and product offerings.

Assist with monitoring and verifying accuracy of visitor information.

Contributes positively and enthusiastically as part of a team-oriented department.

Maintains regular and consistent attendance and punctuality.

Supervisory Responsibilities

This position has no disciplinary responsibilities. All issues requiring possible disciplinary action are to be reported to the Visitor Services Manager.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Looks for solutions and offers/is open to suggestions.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Customer Service – Displays courtesy and sensitivity, manages difficult or emotional customer situations, meets commitments, responds promptly to customer needs and solicits customer feedback to improve service.

Cooperation – Establishes and maintains effective relations, exhibits tact and considerations, displays positive outlook and pleasant manner. Offers assistance and support to co-workers; works cooperatively in group situations and works actively to resolve conflicts.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Job Knowledge – Competent in required job skills and knowledge, exhibits ability to learn and apply new skills, keeps abreast of current developments, requires minimal supervision, displays understanding of how job relates to others and uses resources effectively.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Respectful – Courteous of all visitors and coworkers; Upbeat; Professional; Is mindful of others workloads and schedules; Communicates well in the most efficient manner with visitors, members, coworkers/departments.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Applies coaching; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Use of Technology – Demonstrates required skills, adapts to new technologies, troubleshoots technological problems, uses technology to increase productivity and keeps technical skills up to date.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Sales and customer service experience a plus.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Word Processing software.

Certificates, Licenses, Registrations**Other Skills and Abilities****Other Qualifications****Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and use hands to data enter information.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.