



DEPARTMENT USE	
DEPARTMENT	Destination Services
DEPARTMENT CONTACT	Brenda Square, CMP, CTA
SALARY	\$13.00 per hr.
CLOSE DATE:	Until positions are filled

TITLE OF POSITION	Customer Services Representative (P/T)
JOB POSTING	<p><u>JOB SUMMARY:</u> Under general supervision, provide customer service assistance to convention & meeting attendees as well as the general public at various buildings throughout the surrounding areas of San Antonio. Exercises no supervision.</p> <p><u>ESSENTIAL JOB FUNCTIONS:</u></p> <ul style="list-style-type: none"> ▪ Provides information regarding city services, functions, attractions, transportation, schedules, etc. ▪ May greet tourists and visitors in person or by telephone and answers questions. ▪ May prepare badges and registration information. ▪ May serve as supplementary event staff for: badge checking, room monitoring, bag stuffing, crowd control, restaurant reservations and Visit San Antonio front desk assistant. ▪ May be required to work at the Visitor Information Center ▪ Answers telephone, takes information, and refers calls to proper department. ▪ May collect money using various payment methods. ▪ Performs related duties and fulfills responsibilities as required. <p>DEPARTMENT-SPECIFIC JOB FUNCTIONS: (General variations in</p>

Job Functions by Department) None.

EDUCATION AND EXPERIENCE:

- Graduation from high school or a General Education Development (GED) Certificate.
- Preferred experience in dealing with customer service.

KNOWLEDGE, SKILLS AND ABILITIES:

- Skill in utilizing a personal computer and associated software programs.
- Ability to read a map and give detailed directions.
- Ability to operate a telephone and other basic office equipment.
- Ability to respond to inquiries, complaints, and requests.
- Ability to communicate clearly and effectively verbally.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include occasional lifting/carrying of 5 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

To apply for this position, please send your resume and cover letter to jobs@visitsanantonio.com.