



JOB TITLE: CUSTOMER SERVICES REPRESENTATIVE – Occasional

SALARY: \$13.00/Hour

OPENING DATE: JANUARY 20, 2017

CLOSING DATE: UNTIL POSITIONS ARE FILLED

WORK HOURS: 8:00 a.m. – 5:00 p.m. (Estimate of 20 hours per week)

JOB SUMMARY:

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.

Visit San Antonio is charged with promoting and marketing San Antonio as a premier convention and meetings destination and a domestic and international visitor destination, for the purpose of positively affecting the City's economy. Visit San Antonio employs a variety of strategies that include convention and group sales efforts, as well as a leisure marketing campaign that includes various media, digital strategies, communications, and tourism efforts. Visit San Antonio is the key economic driver that supports San Antonio's \$13.6 billion visitor industry and 29 million plus annual visitors.

ESSENTIAL JOB FUNCTIONS:

- 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.

JOB REQUIREMENTS:

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

APPLICANT INFORMATION:

- If selected for this position, official transcripts, diplomas, certifications and licenses may be required at the time of processing. Unofficial transcripts and copies of other relevant documents may be attached to the application for consideration in advance.

- Please be advised that if selected for this position, information regarding employment history as it relates to the qualifications of the position will be needed for employment verification. Applicants claiming military service to meet the experience requirement for this position may attach a DD214 to the application.
- Applicants selected for employment with Visit San Antonio in this position may be required to participate in pre-employment drug testing and/or background checks.

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 REQUIREMENTS:

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:

Email jobs@visitsanantonio.com.