



JOB TITLE: Senior Travel Counselor

SALARY RANGE: \$26,826.80 - \$36,392.98

OPENING DATE: SEPTEMBER 1, 2017

CLOSING DATE: SEPTEMBER 15, 2017

WORK HOURS: Vary

JOB SUMMARY:

Under general direction of the Visitor Information Center management, the Senior Travel Counselor acts as a first point of contact for customers at the Visitor Center, resolves any problems or concerns with the receiving and storing of merchandise, moving and shipping of supplies, stock and materials to and/or from the storing areas. Projects a positive and professional image at all times, assisting customers promptly and conducting all business in a friendly, courteous and knowledgeable manner. Distributes and verifies the work of others and participates in their training. May exercise functional supervision over assigned staff.

ESSENTIAL JOB FUNCTIONS:

- Assists in greeting, assisting, and receiving guests.
- Compiles and prepares reports.
- Provides daily direction and communication to employees so that customer service inquiries are answered in a timely, efficient and knowledgeable manner.
- Provides performance feedback and coaching on a regular basis to each team member.
- Performs administrative duties appropriate to the activities of the Visitor Center.
- May direct the work of assigned staff, providing technical direction and training.
- Gives out printed or pictorial information about the City of San Antonio and the surrounding cities.
- Collects money using various payment methods.
- Provides information regarding airport facilities, ground transportation, tourist attractions, and the City in general.
- Organizes and maintains filing system and database.
- Answers telephone, takes information, and refers call to appropriate destination.
- Performs related duties and fulfills responsibilities as required.

JOB REQUIREMENTS:

- Graduation from high school or a General Education Development (GED) Certificate.
- Four (4) years of experience dealing with the public servicing client/customer requests.

- Ability to lift thirty five (35) pounds.
- Valid Class 'C' Texas Driver's License.

KNOWLEDGE SKILLS AND ABILITIES:

- Skill in operating a personal computer and utilizing rudimentary software
- Ability to compile and prepare clear and concise reports
- Ability to establish and maintain effective working relationships with coworkers, supervisors, and the general public
- Ability to respond to inquiries, complaints, and requests
- Ability to communicate clearly and effectively, both verbally and in writing
- Ability to supervise employees
- Ability to multitask
- Showcase good leadership skills to carry team members along
- Good interpersonal skills to create a cordial relationship with team members

PHYSICAL REQUIREMENTS:

Physical requirements include lifting/carrying of 35 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate computer keyboard. Subject to sitting, standing, and walking to perform the essential functions. Working conditions are primarily inside an office environment.

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