



JOB TITLE: Travel Counselor

SALARY RANGE: \$14.25/hour - \$16.75/hour

OPENING DATE: January 5, 2018

CLOSING DATE: Until position is filled

WORK HOURS: Vary

JOB SUMMARY:

Under general supervision, is responsible for coordinating customer service activities involving the handling of requests and/or complaints regarding City services. Ensures delivery of excellent customer service through fast and accurate processing of orders, communication and coordinating with other departments to resolve inquiries. May exercise functional supervision over assigned staff.

ESSENTIAL JOB FUNCTIONS:

- Greets and assists visitors and general public, providing San Antonio information.
- Gives out printed information on all types of transportation, tourist attractions restaurants, etc. about the City of San Antonio and Texas Hill Country.
- Collects money using various payment methods.
- Answer telephones, takes information, and refers call to proper department.
- Organizes and maintains brochure filing system and database.
- Answer inquiries regarding City services, functions, etc. and responds to complaints.
- Perform related duties and fulfills responsibilities as needed.

JOB REQUIREMENTS:

- Graduation from high school or a General Education Development (GED) Certificate.
- Two (2) years of experience dealing with the public servicing client/customer requests.
- Valid Class 'C' Texas Driver's License.

PREFERRED QUALIFICATIONS:

- Bilingual is a plus.

KNOWLEDGE SKILLS AND ABILITIES:

- Knowledge of modern office equipment, practices and procedures.
- Skill in operating a personal computer and utilizing rudimentary software.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, and the general public.
- Ability to respond to inquiries, complaints, and requests.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Good interpersonal skills to create a cordial relationship with team members

APPLICANT INFORMATION:

- If selected for this position, official transcripts, diplomas, certifications and licenses must be submitted 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 this 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

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