CITY OF WILLIAMS

The City of Williams seeks a seasonal Information Specialist for its Visitor's Center. The successful applicant will be successful in retail sales and will demonstrate the ability to enhance visitors' experience through knowledge of the Williams area and retail products and in operating cash register, credit card machine, telephone system, and calculator. Familiarity with Williams, Kaibab Forest, and local attractions and businesses is necessary. The beginning salary is $10.00/hr. This is a seasonal position (approximately 24 hours/week) beginning approximately May 15, 2016, and ending approximately August 15, 2016. Position requires standing for extended periods of time. Applications must be received by 5:00 p.m., May 5, 2016.

Please send completed City of Williams application and your resumé to skerley@williamsaz.gov. Go to www.williamsaz.gov for application and job description. Phone 928.635.4451 x203 with questions.

City of Williams
Position Description
(Grade 3)

Summary of Position
Answers inquiries and provides information and excellent customer service to all callers and visitors.

Organizational Relationships

1. Reports to: Manager of Visitors' Center
2. Directs: This is a nonsupervisory position.
3. Other: Offers information services and products and services for the Williams Visitors' Center and works closely with the general public and City of Williams Staff.

Essential Duties

- Greets visitors, answers inquiries and provides accurate information to the general public.
- Provides excellent, thoughtful, customer service through assisting with information, merchandise, or services.
- Organizes, orders and maintains collateral provided by other destinations, businesses and area activities.
- Tracks inventory of items for sale and provides inventory to Manager. Restocks items when needed.
- Uses cash register and credit card machine to record sales of items in the Visitor Center and balances the cash register.
- Cleans counters, merchandise displays and all other areas on each shift. Straightens brochures and makes Visitors' Center presentation as attractive as possible.
- Provides monthly reports to the Chamber of Commerce President/CEO and Arizona Office of Tourism on Visitor Center statistics.
- Answers routine correspondence. Prepares and mails visitor packets in response to inquiries/leads.
- Ensures collateral information is prepared and delivered for direct mail.
- Assists other Visitor Center Staff when needed.
- Performs other related duties, as requested, directed, or assigned.

Job Knowledge, Skills and Abilities

- Work requires strong customer service skills, knowledge of the local area, office administrative procedures, and use and operation of standard office equipment, including telephones, computers, cash register and credit card machine.
- Work requires the ability to use a cash register, balance a daily cash drawer, make change and run a credit card machine.
- Must have a good command of the English language, both oral and written.
- Work requires a high degree of customer service skills, including providing information, and selling merchandise and services.
- Must be able to lift 25lbs.
- Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database and presentation software, and be able to type.
- Must have high level of interpersonal skills to handle visitor inquiries and confidential situations. Position continually requires demonstrated poise, tact, and diplomacy.
- Some analytical ability is required in order to gather and summarize data for reports, find solutions to various problems, and prioritize work.
- Work requires continual attention to customer service and ability to work well with others in a sometimes fast-paced environment.
- Work requires organization, flexibility, patience, must like people, establishing priorities and meeting deadlines.

General Information

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.