



## **JOB DESCRIPTION**

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| <b>JOB TITLE:</b>   | <b>Destination Experience Specialist, Part-Time</b> |
| <b>DEPARTMENT:</b>  | Destination Experience                              |
| <b>FLSA STATUS:</b> | Non-exempt – Part-time/hourly                       |
| <b>REPORTS TO:</b>  | Destination Experience Manager                      |
| <b>PAY RATE:</b>    | \$16.00/hour  |

**SUMMARY:** We are looking for team members with excellent customer service skills and an enthusiasm and knowledge for Jacksonville. This is a part-time position. The goal of the Destination Experience Coordinator is to deliver a memorable interactive and informative visitor experience to guests or groups that come to our visitor centers and our city. Must enjoy serving others and continually learning more about all the options in Jacksonville for tourists. Destination Experience Coordinators are Jacksonville’s primary information resource for visitors. They enhance the visitor’s destination experience by referring them to attractions, shopping venues, restaurants, accommodations, transportation, and other businesses based on their interest, time, and location in the City. Training is provided by the Visit Jacksonville team.

### **DUTIES & RESPONSIBILITIES:**

- Provide referral services on Jacksonville’s options in terms of accommodations, restaurants, attractions, parks, and other items of interest while visiting Jacksonville.
- Greet and assist all visitors with a positive attitude and smile.
- Have or be willing to continually learn up-to-date knowledge of Jacksonville’s accommodations, restaurants, attractions, highways, transportation systems, events, weather conditions, as well as knowledge of the functions of Visit Jacksonville.
- Attend training, as needed, to ensure adequate knowledge of the area and industry.
- Help visitors navigate the city via public/private transportation vehicles.
- Create exciting itineraries based on guest’s interest, time, location and demographic.
- Maintain orderliness and cleanliness in compliance with health safety initiatives of Visitor Centers, mobile visitor center, etc.
- Provide information and referrals by monitoring and responding to our online chat inquiries through our website.
- Respond promptly, professionally and with correct grammar to phone call inquiries, chat and email messages.
- Participate in out-reach and office events, as needed, to learn more about Jacksonville options and venues.
- Outreach to tourist-related businesses in Jacksonville requesting brochures and up-to-date information.
- Assist research department by performing visitor surveys as needed.
- Track and input daily partner referrals and visitor interactions on the daily log or in the database.
- Work at multiple locations throughout the City to include: our centers located at Jacksonville International Airport, downtown Jacksonville, the Beaches Museum, Visit Florida or with our mobile visitor center at various locations throughout the City.

**REQUIREMENTS:**

- Positive attitude and a high level of enthusiasm for Jacksonville.
- Flexible work schedule, location and hours to include holidays and weekends.
- Professional appearance.
- Excellent verbal communication skills and telephone etiquette.
- Able to stand or sit for long periods of time and move or carry up to 30 lbs. boxes.
- Quick thinker with strong problem-solving skills.
- Ability to provide great details about information.
- Friendly, out-going, able to work well with the public.
- Dependable, punctual and reliable with solid transportation.
- Enjoys helping people and providing excellent customer service.
- Ability to drive and park a sprinter van through event locations is a plus (not required).

**Visitor Center Hours: Open 7 days a week including holidays, operating hours vary among centers and range from 8:30am to 10:00pm. Hours are subject to change depending on event timing, need, etc.**