



VisitJacksonville.com

JOB DESCRIPTION

JOB TITLE: Engagement Specialist, Part-Time

DEPARTMENT: Outreach & Engagement

FLSA STATUS: Non-exempt – Part-time/hourly

REPORTS TO: Engagement Manager

PAY RATE: \$17.50/hour; \$18.50/hour Airport Differential

SUMMARY: We are looking for team members with excellent customer service skills and enthusiasm and knowledge for Jacksonville. This is a part-time position and the ideal candidate(s) would have flexibility in their schedule to include daytime, weekend and holiday availability. The goal of the Engagement Specialist 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. Engagement Specialists 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:

- Greet and assist all visitors with a positive attitude and smile.
- Provide referral services on Jacksonville's options in terms of accommodations, restaurants, attractions, parks and other items of interest while visiting Jacksonville.
- 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.
- Respond promptly, professionally and with correct grammar to phone call inquiries and in person visitors.
- Participate in outreach and office events, as needed, to learn more about Jacksonville options and venues.
- Work at multiple locations throughout the City to include: our centers located at Jacksonville International Airport, downtown Jacksonville, Visit Florida or with our mobile visitor center at various locations throughout the City.
- Provide pertinent airport information to travelers flying into Jacksonville International Airport.

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.

REQUIREMENTS:

- Positive attitude and a high level of enthusiasm for Jacksonville.
- Flexible work schedule 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, outgoing, and 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).