



JOB TITLE:	Visitor Center Volunteer	PAY GRADE:	VOLUNTEER
DEPARTMENT:	TOWN MANAGER'S OFFICE	ROLE & LEVEL:	VOLUNTEER
REPORTS TO:	Special Events and Marketing Manager	FLSA STATUS:	N/A

JOB SUMMARY:

Volunteer work in greeting and assisting guests to, and the operation of the Town's Visitor Center.

Work is performed under supervision with moderate latitude in the use of initiative. The position relies on hands on knowledge of businesses in the Town in order to assist visitors with tourism inquiries, and general administrative experience is a plus to assist with the general operation of the Visitor Center.

The Visitor Center currently operates four days a week (Monday, Tuesday, Thursday, Friday) and is proposed to expand to six days a week with the hours being from 9:00 a.m. to 5:00 p.m.

MINIMUM QUALIFICATIONS: Customer service skills, ability to learn about and share knowledge on local attractions.

PREFERRED QUALIFICATIONS:

Willingness to assist visitors from all over the world with information regarding the Town's tourism related businesses within Town boundaries, parking areas and procedures, transportation options and excellent knowledge of other nearby municipalities and attractions in Broward County.

EXAMPLES OF WORK PERFORMED:

- Develop positive working partnerships with local Town businesses and other tourism partners to increase information and traffic to the Visitor Center
- Assist with the updating databases of local businesses' information for town publications and their partnership with the Visitor Center
- Share information about the Town, its mission, history and services in the area including but not limited to the area's public and private attractions, recreational areas, historical attractions, Town accommodations and tourist attractions, restaurants, entertainment, special events, and public transportation systems around town and Broward County.
- Assist with ensuring that the Visitor Center is clean, well maintained and stocked with local, county and state brochures and other informational materials, researches new materials, and dispose of out-dated materials
- Ensure all inquiries from mail, walk-in, and telephone receive prompt and courteous responses.
- Assist in compiling monthly reports
- Assist with ensuring that the Visitor Center is clean, well maintained and stocked with local, county and state brochures and other informational materials, researches new materials, and dispose of out-dated materials

VISITOR CENTER VOLUNTEER
Class # PART TIME POSITION



- Assist with the Town's special events and community programs and projects.

SCHEDULE: Schedules may vary by the week, and you may be asked to assist on some Saturdays, depending on the time of year and activities scheduled

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions to perform this job successfully.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of customer services principles and the ability to graciously assist members of the public and enhance volunteer participation
- Knowledge of clerical procedures and systems such as word processing, managing files and records, and other office procedures
- Skill and proficiency in the use of Microsoft Office products (Word, Outlook, and Excel) and applicable department / organization specific software
- Skill in the use and application of English vocabulary, grammar, spelling, punctuation and style/format
- Skill in working independently and following through with assignments with minimal direction
- Ability to gather, organize, analyze, examine, or evaluate data or information to prepare presentations, reports and/or prescribe action based on information gathered
- Ability to solve problems
- Ability to use arithmetic involving the practical applications of addition, subtraction, division, multiplication, fractions, percentages, and proportions
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to compile, maintain, and update various records and files
- Ability to operate standard office equipment and troubleshoot simple issues
- Ability to follow oral and written instructions
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking, or standing. Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.



SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally and in writing.

You will be required to complete a BSO background check, sign a Volunteer Agreement, Policy Outline and Waiver.

The job description does not constitute an employment agreement between the Town of Lauderdale-By-The-Sea and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Town of Lauderdale-By-The-Sea is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, this organization provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Employee Name (print)

Supervisor's Name (print)

Employee Signature

Date

Supervisor's Signature

Date