



Job Title:	<b>Visitor Information Clerk/Event Center Assistant (2) - PRN (Works on Casual, As Needed Basis)</b>	Job Requisition#:	<b>2k16-07-33</b>
Department:	<b>Business Development and Tourism</b>	Status:	<b>Unclassified</b>
Revised Date:	<b>7/06/2016</b>	Job Code:	<b>1855</b>
Union Code:	<b>Non-represented</b>	Handles Confidential Info:	<b>No</b>
First Day to Apply:	<b>07-26-2016</b>	FLSA:	<b>NE</b>
Last Day to Apply:	<b>Open until filled</b>	Entry Wage:	<b>\$10.8622/hourly</b>
Work Schedule:	<b>Weekends &amp; Nights Occasional weekdays for coverage only</b>		

**GENERAL PURPOSE:** On an as needed basis, performs general Visitor Information Clerk duties to include providing frontline customer service to customers and visitors of Sandoval County; ensuring that all Visitor Center promotional and marketing materials are stocked as needed and showing potential clients around the event space to promote scheduling of future events. Event Center Assistant duties include developing knowledge of Event Center contract provisions to ensure client abides by all aspects of the contract; assisting with equipment set up and tear down and clean up during events as needed.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

- High School Diploma/GED Certificate and six months experience in the clerical / receptionist or hospitality fields that includes heavy customer service and maintaining general cleanliness of work areas. Experience with event coordination is desirable.

**Required Licenses or Certifications:**

- Valid New Mexico Driver's License.

**SUPERVISION RECEIVED AND EXERCISED:**

Position reports to the Director of Business Development and Tourism and does not exercise supervision over lower level staff.

**ESSENTIAL JOB FUNCTIONS:** *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Works varied hours on a casual, as needed basis; works the Visitor Center predominantly on weekends; performs event set up and support functions during both daytime and evening hours, predominantly on Fridays, Saturdays and Sundays anytime events are scheduled.
- Greets and assists customers at the Visitor Center; receives telephone calls, takes and responds to messages and E-mails; keeps visitor information materials stocked for prospective visitors; and maintains the general cleanliness of the visitor center and grounds as needed.
- Assists potential event clientele; provides tours of and shows the event center to customers; explains and responds to questions regarding the scheduling process, rules and regulations for the event center; and receives payments.
- The facility is cleaned by a professional cleaning company; however, when on duty during events maintains the general cleanliness of the facilities; checks bathrooms to be sure all paper products are in

## **JOB DESCRIPTION**

### **Visitor Information Clerk**

stock and soap/paper towel dispensers are working; may need to sweep and mop floors, clean walls and bancos, if soiled; wash windows or sanitize counter tops, if needed.

- The facility is maintained by the County facilities department; however, when setting up for events there may be a need for general outdoor maintenance including sweeping, raking leaves, watering flowers and plants, pulling weeds, and picking up trash prior to event.
- For small meetings or events, may be required to assist with set up to include lifting and carrying tables and chairs of multiple sizes; setting up tables and chairs in the correct area and layout; and assists with the tear-down and removal of all event equipment when events are completed, as needed.
- Assists with other related Visitor Information and Event Center duties as required.

#### **Required Knowledge of:**

- Basic operational characteristics, services, and activities of a Visitor Information and Event Center.
- Basic principles of customer service and public relations.
- Knowledge of Sandoval County attractions and events.
- Basic principles and techniques of marketing and promotions.
- Visitor services programs and marketing and promotion programs.
- Principles of effective communication, including oral and written communication; to include public relations and public speaking.
- Modern office procedures, methods, and equipment including computers, computer applications such as word processing, and e-mail.
- Proper English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.

#### **Required Skill in:**

- Providing high quality customer service while promoting and marketing the County and its facilities.
- Working cooperatively with County employees, contractors, and the public.
- Working with equipment, tools, and materials required in area of assignment.
- Communicating effectively verbally and in writing, including public relations and public speaking.
- Establishing and maintaining effective working relationships with employees, other agencies, and the public, including meeting and dealing tactfully with the public.
- Utilizing Microsoft Outlook /email and Word, and /or other relevant software affecting assigned work.

#### **Physical Demands / Work Environment:**

- Work is performed in standard office and event center environments.
- Exposure to computer screens and office equipment.
- Work frequently requires speaking, hearing and utilizing a phone, calculator, cell phone, copier or fax machine.
- Occasionally required to lift or carry items weighing up to 50 pounds.
- Occasionally may be exposed to extreme weather conditions, potential physical harm, and hazardous chemicals when working on-site at events, setting up for events, moving furniture items, and when performing basic maintenance work at events center.
- Occasionally may be exposed to infectious diseases when dealing directly with members of the public or in public settings

**JOB DESCRIPTION**  
**Visitor Information Clerk**

I \_\_\_\_\_(Print Name) have reviewed the above job description and understand that the Essential Duties describe only the general nature, level, and type of work performed by the incumbent(s) assigned to this classification and are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. I understand the demands and expectations of the position as described above and to the best of my knowledge believe that I can perform these duties with or without reasonable accommodation.

Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date