



## PHILADELPHIA VISITOR CENTER CORPORATION

599 Market Streets, Philadelphia, PA 19106

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www.independencevisitorcenter.com

### JOB DESCRIPTION

**Department:** Visitor Services

**Position:** **Visitor Experience Associate**

**Position reports to:** Director of Visitor Services/Experience; Manager, Visitor Services/Experience

**Position oversees the following staff positions:** N/A

**Number of subordinates:** 0

**Position description:**

The Visitor Experience Associate is responsible for providing excellent customer service, information, and directions, and promoting an enriching experience for visitors to Philadelphia and the surrounding counties.

The Visitor Experience Associate actively engages with tourists and local visitors of all ages, greeting them in a positive cheerful manner, answering questions about what to see and do, events, historical sites, and sell tickets to tours, museums, attractions, and special exhibits.

**Position duties:**

- Greeting visitors, responding to questions, encouraging engagement, and providing outstanding customer service.
- Provide visitors with accurate, up-to-date information about attractions, services, events, and activities taking place in the region.
- Identify and fulfill customer needs, e.g., directions, daily itinerary, hotels, attractions, etc.
- Make attraction, hotel, tour, restaurant reservations, etc. for customers as requested.
- Sell tickets to tours, attractions, museums, events, and exhibits; introduce promotions and opportunities to customers.
- Cross-selling products to increase purchase amounts.
- Responsible for accurate opening and closing of cash registers and ticket inventory daily.
- Work to resolve guest complaints/issues to ensure an above satisfactory closure.
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.
- Communicate with visitors with visitors via email, telephone, and in-person.
- Have a professional appearance and keep within the company's uniform standards.
- Keep an orderly appearance of the Philadelphia Information desk.

- Maintain a neat and well-stocked work area (brochures, tickets, supplies); ensure that job-related equipment is functioning properly (register, computer, ticket printer)
- Assist in training ne Visitor Experience Associate
- Additional task as required/requested.

#### Position requirements:

- . Must be willing to work a flexible schedule, including weekends and all U.S. holidays; the Independence Visitor Center is open 363 days per year (closed Thanksgiving Day and Christmas Day).
- Be knowledgeable of the city and surrounding region and resourceful in finding accurate up to date information.
- Strong communication and time management skills
- Must be organized, detail-oriented and able to multi-task in a fast-paced environment.
- Have good problem-solving/resolution skills.

#### Education, Experience, Skills:

- . Two (2) years previous related experience, or a combination of education/experience
- College degree or working towards a college degree preferred.
- Multi-lingual skills a plus
- Ability to work in a fast-paced, collaborative environment.
- Proficient in Microsoft Office 365 (Word, Excel) and other relevant computer applications such as point-of-sales use, and web applications.

#### Core Competencies:

- Ability to work with customers and visitors to identify needs and provide solutions to those needs from across a broad portfolio of solutions.
- Ability to learn to use point-of-sales system in the execution of day-to-day duties.
- Ability to process sales and related transactions with speed and accuracy.
- Ability to learn, maintain, and search for information about the Greater Philadelphia area, providing information and directions to visitors.
- Ability to execute and communicate programs in partnership with PVCC vendors, hotels, visitor bureaus and tour partners.

#### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this jobs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand for periods of up to a minimum of four (4) hours at a time, see, talk, and hear. The employee is frequently required to walk, use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

#### **About the Philadelphia Visitor Center Corporation (PVCC)**

**Start Here, Can Lead Anywhere.** The best Philly visits start at the Independence Visitor Center. We have access to all the city has to offer—activities, tickets, reservations, and opportunities. Talk with helpful, well-connected staff at the Visitor Center, and they'll turn your visiting wish list into an unforgettable itinerary, made just for you.

The PVCC is a 501(c)(3) nonprofit corporation, which operates in cooperation with the National Park Service, Visit Philadelphia®, the Philadelphia Convention and the Visitor Bureau, the City of Philadelphia, and the Commonwealth of Pennsylvania. The Independence Visitor Center located in Philadelphia's Historic District, is the official visitor center for the Greater Philadelphia Region and primary point of orientation for Independence National Park, Independence Hall and the Liberty Bell.

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Print Name

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Signature

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Date