Welcome Center Specialist (Permanent Part-Time/30 hours a week)

Location: Cheyenne
Division: Business Operations
Reports To: SEWC Supervisor
Position Status: Non-Exempt
Date: November 22, 2019

Office of Tourism

Basic Purpose:

The primary role of the Welcome Center Specialist is to inspire and influence travel throughout the state of Wyoming while ensuring visitors receive the highest level of customer service to enhance their Welcome Center experience and create a desire to return. Specialists assist visitors in their travel needs by providing up-to-date information, promoting Wyoming sites, attractions, events, and points of interest to facilitate a longer stay in Wyoming and guide visitors to their destination and show points of interest along the way.

Essential Duties:

- Ensure the highest level of customer service.
- Greet and assist visitors with their travel needs by providing up-to-date and accurate information resulting in an enhanced Wyoming experience and a desire to return.
- Researches and locates information to assist visitors with their questions and to help guide them to places/events of interest based on their preferences.
- Actively contribute and participate in activities that further the mission and objectives of the Wyoming Office of Tourism.
- Maintain essential function of the Welcome Center through restocking shelves, maintenance and minor repairs.
- Maintain appearance of the center through routine cleaning and addressing minor problems that may occur.
- Assist with Visitor Services project management, program support tasks and other administrative duties.
- Assist with shipping, receiving and warehouse.

Position Requirements:

- Resourceful in finding information.
- Knowledge of Wyoming history, geography, motor vehicle laws, tourist attractions, sites and recreational opportunities including local, statewide, and regional events. Familiar with major highways and throughways.
- Excellent people skills and work ethic.
- Some travel is required
- Strong communication skills; written and oral; flexibility and collaboration.
- Must be able to work weekends (May – October) and some holidays.
- Ability to lift up to 50 pounds.
- Basic computer Google/Microsoft software program knowledge.
- Work well both independently and as a member of a team.
- Prefer education and/or training equivalent to a high school diploma and one year of customer service or public relations experience.

Application is available at http://www.travelwyoming.com/industry/about/careers. Send application, cover letter, resume and salary history to Chava Case at the Wyoming Business Council, 214 W. 15th Street, Cheyenne, WY 82001 or email applications to wbc-applications@wyo.gov. Position is open until filled however application materials received by December 13, 2019 will receive priority consideration. The Wyoming Office of Tourism is an at-will employer. This position is located at the Southeast Welcome Center in Cheyenne, WY.