



Champaign County Visitors Bureau Job Description

Job Title: *Visitor Experience Representative*

Reports to: **Executive Director, Champaign County Chamber of Commerce**

Summary:

Assistance with visitor information and guest services at the Champaign County Chamber of Commerce and Visitors Bureau. 25-30 hours per week. Some weekends and evening hours are required. Some travel, including overnight, may be required.

Qualified candidates promote a positive visitor experience while providing official visitor information and assistance to visitors. The Visitor Experience Representative has good knowledge of area attractions, restaurants, shops, wayfinding and more.

This “department” of the Chamber is a DMO: Destination Marketing Organization, whose mission is to promote Champaign County as a premier destination of leisure travel, highlighting the area’s historical, cultural, and recreational activities - and as a result, attracting visitors who help enhance the county’s economic and social vitality.

Duties & Responsibilities:

- Maintains a well-informed, working knowledge of Champaign County attractions and services available in the area to visitors
- Acts as a liaison between these entities and the visitor.
- Assist visitors by providing wayfinding directions, event information, and suggestions for local restaurants and regional attractions.
- Ensures that visitors kiosks are well maintained and stocked with brochures and other informational materials
- Supports the Monument Square District, Downtown Urbana Merchants Association, Champaign County Preservation Alliance, Champaign County Historical Society, Our

Town St Paris, Our Town Mechanicsburg, and other organizations by promoting events and activities.

- Seeks and solicits information for the official community Calendar of Events and maintains the event database. Computer entry and tracking of visitor inquiries.
- Assists with phones, emails and web chat as needed. Opens and closes the Visitors Center when necessary.
- Other duties as they arise, and as assigned

Minimum Qualifications:

- High School Diploma or Equivalent
- Excellent verbal, written and presentation skills
- Continuing education by attending DMO leadership conferences
- Proficiency with Microsoft, Adobe, Word, Excel, PowerPoint, and Cloud Platform
- Proficiency in social media platforms including Facebook, Instagram and TikTok
- The ability to organize and manage multiple priorities.
- Strong customer orientation
- Commitment to organization values.
- See Physical Requirements and Working Conditions form.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management maintains the right to assign or reassign duties and responsibilities to this job at any time.

APPLICANT INFORMATION

Resumes due January 31, 2022

Send resume to director@champaignohio.com

Questions? Call 937-653-5764 or email director@champaignohio.com

Physical Requirements	Max weight in lbs.	Rarely 0-2%	Occasional 3-33%	Frequent 34-66%	Constant 67-100%	N/A
Pushing						X
Pulling						X
Lifting	40	X				
Carrying	40	X				
Single Hand Grasping						X
Climbing						X
Sitting					X	
Kneeling						X
Walking				X		
Standing				X		
Repetitive Motion					X	
Vision: Indicate Near, Far, Color and/or peripheral vision. <u>Near/Far</u>					X	
Operation of Equipment: Indicate type of Equipment. <u>Computer/Office</u>					X	
Other						

Please indicate the overall working environment encountered on the job.

Inside 90 % Outside 10 %

Working Conditions	YES	NO	N/A	LIST EXAMPLES
Normal Office Environment	X			
Sudden Temperature Changes		X		
Extreme Temperatures		X		
Humidity/Wet		X		
Extreme Noise		X		
Extreme Vibration		X		
Hazards (e.g., electricity, height)		X		
Required Personal Protective Equipment	X			
Fumes		X		
Mist		X		
Odors		X		
Gasses		X		
Chemical Exposure (e.g., solid or liquid)		X		
Dust		X		
Poor Ventilation		X		