

## Travel Service Representative – Part Time, Hourly

They perform these duties plus all duties as assigned, 9 am-5 pm, 7 days a week:

- Greet the visitors and provide information about Abingdon, the state of VA and surrounding area
- Acts impartially to guide visitors to attractions, dining, lodging and shopping
- Continue to learn about Abingdon, the state and the surrounding area so that they can be informative to the visitors
- Knows where to find answers if the CVB office is not the source. If this is a call in question, get the persons contact information and let them know you will find the answer. Make phone calls or look on the internet to find the answer or the person/persons that know the answer. Always contact the person back with the information.
- Maintain a supply of local, state and regional brochures, magazines & newspapers. Order, receive shipments and stock materials as needed
- Operate and are proficient on basic office equipment such as a computer, fax machine, typewriter, copier and postage machine. These machines will be taught to the employee
- Maintain the Community Profiles. Contact the appropriate organizations for all the categories and update as needed. The Community profile consists of location, population, medical, climate, government, utilities, transportation, agriculture, recreation, communication, fire & rescue, attractions, County manufacturing firms and major employers.
- Sell tickets for community events, such as the Garden Faire, Highlands Jazz Festival, Garden Tour, Homes Tour and any other events that the Town approves of.
- Set up information tables at events or work at the information carts as needed.
- Sell special Virginia Highlands Festival items during the Festival as well as all year long
- Answer phones. Answer questions about anything to do with the Town or direct the inquirer to the appropriate person
- Maintain the Relocation Packets. Work with the Washington County Chamber of Commerce on this. Contact the appropriate organizations for all the categories and update as needed. This consists of Abingdon history, facts, demographics, detailed Abingdon and County Community profile, Town structure, department heads, Town Council members, Town commissions & committees, sites of interest, annual events, facts & figures, directory of schools, New Comers Guide, hospital physicians directory, realtors, apartments, churches, contractors, industrial guide and Abingdon civic organizations.
- Direct the walk-in-visitors to Abingdon's attractions, describing the attraction and giving details. Directing visitors to the shopping district, historic district, lodging & dining, and are able to give a description of each.
- Maintain the Abingdon Visitor Center's Gift Shop shelves. Receive in merchandise to sell, pricing items and suggesting to visitors items to buy. Keep the gift shop shelves clean and appealing to visitors.

- Act as step-on-guides to groups when there is more than one group in town requiring a guide. The Visitors Center Manager will schedule for this.
- All employees are educated about the history and attractions of Abingdon. They each have their own unique stories to relate to visitors.
- All employees do light housekeeping, keep living plants watered and handle recycling.
- Send out information to people or organizations that have requested it by either phone, e-mail, US mail or from the advertisements in magazines and newspapers. The inquiries from magazine and newspapers come in sometimes 1,000 or more at a time from Reader Response Cards.
- Bulk Mail is sent out in thousands of packets for inquiries from magazine and newspapers that come in from Reader Response Cards. This is prepared according to special US Mail specifications. They are sent all over the world. The information sent is the Abingdon Visitors Guide, unless other materials are requested.
- They show true southern hospitality at its finest. They are informative and knowledgeable in what they relay to visitors. They try to insure the visitors will enjoy their stay and will want to return to Abingdon.
- They work the Information Carts when scheduled. The carts are out during good weather in the spring, summer and fall. The large cart is stored at the Abingdon Market Pavilion and is pulled out when in use. It is taken to the Public Parking lot on Main Street, the Farmers Market and concerts that are held at the Pavilion. The smaller cart is stored at Town Hall and is set up in front of Town Hall during special times. The Visitors Center Manager will schedule the employees for the carts on the monthly schedule.
- During special events, they will set up a table or booth to sell gift shop items. They will pack and take the needed items to sell from the Gift Shop. They will then return the items to the Gift Shop with sales receipts for all sold items.