

**Job Description**  
**JACKSONVILLE CHAMBER OF COMMERCE**  
**Jacksonville Ambassador: Visitors Information Center Staff**

**General description:**

Jacksonville Ambassador: Visitor Information Center Staff:

**Responsibilities:**

- Represents Jacksonville in a positive fashion as a first point of contact with public/visitors.
- Interacts with visitors and potential visitors in person, by email and telephone in promoting travel and tourism for the town.
- Creates a positive environment for those interactions.
- Presents Jacksonville as a desirable destination.
- Re-stocks collateral pieces, maintains a clean and orderly appearance of the facility (inside and out) and perform opening and closing procedure including cash management protocol.
- Processes payments for merchandise and event tickets using Square for credit card payments.
- Develops and maintains a strong working knowledge of travel, tourism and relocation information relevant to visitors, tour operators and media.
- Shares updated or new information with other staff and Visitor Services Coordinator.
- Provides input to Visitor Services Coordinator related to operations of facility, informational need, visitor needs.
- Other such duties that may be assigned from time to time.

**Knowledge, skills and abilities required:**

- General knowledge of computer applications and capabilities and business equipment necessary for general business processes
  - MS Office – Word, Excel
  - Outlook
- Basic knowledge of office practices and procedures
  - Ability to learn and perform information entry procedures for website calendar.
  - Strong telephone etiquette/communication skills.
- Excellent written and verbal communication skills.
- Strong interpersonal skills and ability to work with all levels of contacts with limited supervision.
- Demonstrate sense of service, commitment and passion for the history and current attractions of Jacksonville.
- Ability to project a positive image of themselves and Jacksonville to customers and business community.
- Ability to develop and maintain a strong awareness of local and regional destination information.
  - Learn, retain and access in-house reference information.
  - Perform online searches for information quickly and efficiently.

**Physical Demands of Position:**

While performing the duties of this position, the employee is frequently required to read, stand, sit, communicate, reach and manipulate objects, tools or controls. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may weigh up to 50 pounds. Manual dexterity and coordination are required less than 50% of the work period while operating equipment such as computer keyboard, calculator, and other office equipment.

Ability to travel independently is also required, including the willingness and ability to book travel, drive personal car and/or rental cars as needed for transportations to meetings and conferences, manage luggage, etc.

**Working Conditions:**

Usual working conditions. The noise level in the work environment is typical of most office environments. Attendance at various meetings will require working during evening hours.