

Janesville Area Convention & Visitors Bureau  
POSITION DESCRIPTION  
Visitor Services

Position: Visitor Services Representative  
Reports to: Executive Director

**I. Role Description:**

Our Visitor Services position is the direct liaison between visitors and the Janesville community. Operating from the Visitor Information Center (VIC) off I-90 at Palmer Park, Visitor Services provides information on Janesville, Rock County, and Wisconsin. Visitor Services provides assistance to projects and programs undertaken by the Janesville Area Convention and Visitors Bureau.

**II. Responsibilities & Duties:**

- Staff the Visitor Information Center on weekdays, weekends and holidays
- Greet and assist visitors.
- Schedule and train of Visitor Information Center volunteers
- Answer phone calls and provide telephone information and directions to callers
- Develop and maintain assistance materials for frontline staff
- Maintain promotional item inventory (mugs, pencils....)
- Assist in the organization of materials throughout the office
- Maintain an inventory of promotional brochures and visitor information (maps, calendar of events, guides)
- Monitor and stock brochure distribution points in the Janesville area.
- Provide assistance to programs and activities as directed by the Executive Director

**III. SKILLS & QUALIFICATIONS:**

- Must be sociable and outgoing and have the ability to maintain personal composure and tactfully handle difficult situations.
- Demonstrated ability to operate independently; to take initiative and to be a decision maker in assigned areas; must have good analytical skills.
- Availability to work as needed, holidays and weekends included.
- Excellent verbal and written skills.
- Familiarity with Microsoft Office Suite
- Knowledge of the Janesville area a definite plus
- Some lifting required up to 25 lbs.
- Must have valid driver's license

Resumes are due by 5:00 PM Friday, May 26, 2017 to [director@janesvillecvb.com](mailto:director@janesvillecvb.com)