

Job Announcement

Travel Salem is a non-profit organization that promotes Salem, Marion County and Polk County for leisure visitation and convention and group business. Travel Salem is looking for a Guest Services Assistant to work Friday and Saturdays in the Travel Café Visitors Center. Must be extremely familiar with Salem and the two-county region. Must be proficient with Microsoft applications and familiar with database management. Must have excellent customer service skills. Must be able to lift 40 pounds and have an unencumbered Oregon Drivers License and ability to transport brochures with own vehicle.

Send or deliver cover letter and resume by April 2, 2009 to:
Attention: Irene Bernards, Tourism Marketing & PR Director
Travel Salem
181 High Street NE
Salem, OR 97301
ibernards@TravelSalem.com

GUEST SERVICES

Job Description

Friday & Saturday

This is a job share position.

Responsible for Friday and Saturday services revolving around the Travel Café; visitor inquiries, overseeing brochure distribution, brochure ordering, GPS programming, data entry and project duties as assigned. Responsible for the coordination of Travel Café volunteers/Boosters. This position is to provide impeccable hospitality to all Salem area visitors while taking an active role in improving and extending the visitors stay in Salem.

Reports to: Irene Bernards, Tourism Marketing & PR Director

Clerical/Reception

1. Responsible for voice mail messages
2. Answer phones promptly, take messages and route calls
3. Responsible for recording, researching and fulfilling mail, telephone and email requests.
4. Forward relocation requests to appropriate members
5. Call members regarding Marketing Exchange meeting
6. Data entry using Maximizer database

Travel Cafe

1. Responsible for opening and closing Travel Café (locked)
2. Serve as the primary host to visitors at the Travel Cafe
3. Ensure that the Travel Café racks are stocked at all times
4. Promote Travel Salem members, products and services to Salem visitors
5. Distribute Travel Salem Visitors Guides and brochures through the Garten Services as needed
6. Ensure the Travel Cafe is clean (windows etc.)

Remote Visitor Info Locations

1. Restock remote locations on a regular basis
 - Conference Center, Airport, Amtrak, Red Lion & Mill Creek Inn – Weekly
 - Lancaster Mall – Monthly
 - Maples Hwy. 22 location – Monthly

Tracking and Statistics

1. Coordinate the Visitors Center tracking statistics including:
 - Track remote visitor info locations activity (brochures)
 - Assist with Travel Cafe market research and surveys

Volunteers

1. Coordinate volunteers to work on special projects and Travel Cafe coverage
2. Plan and implement volunteer training

Other

1. Other duties as assigned by supervisor
2. Automobile required

Compensation

1. Hourly, non-exempt.