

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 Saturdays and some holidays in the Travel Café Visitors Center. Must be extremely familiar with Salem and the two-county region. Must be proficient with Microsoft applications. 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 June 11, 2009 to:

Attention: Irene Bernards, Tourism Marketing & PR Director

Travel Salem

181 High Street NE

Salem, OR 97301

ibernards@TravelSalem.com

GUEST SERVICES ASSISTANT

Job Description

Saturday and some holidays

Responsible for Saturday and some holiday services revolving around the Travel Café; assisting visitors, answering visitor inquiries, merchandise sales, light data entry and project duties as assigned. 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

Travel Cafe

1. Responsible for opening and closing Travel Café (locked)
2. Serve as host to visitors at the Travel Café assisting with questions and promoting the Salem area.
3. Ensure that the Travel Café racks are stocked at all times
4. Promote Travel Salem members, products and services to Salem visitors
5. Ensure the Travel Cafe is clean (windows etc.)

Tracking and Statistics

1. Coordinate the Visitors Center tracking statistics including:
 - Assist with Travel Cafe market research and surveys

Holidays

1. Required to work some holidays.
2. Requires OLCC license. Training and license will be provided.

Other

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

Compensation

1. Hourly, non-exempt.