

Position Announcement: Visitor Center Representative-Part Time Req. # 4833

SMG, the leader in private management of public facilities, has an employment opportunity for an **Visitor Center Representative** for the Palm Springs Visitor Center. For more information about our organization, please visit the following web sites: www.palmspringscc.com, www.visitpalmsprings.com, www.smgworld.com

To Apply: <https://recruiting.adp.com/srccar/public/RTL.home?d=External&c=1152751&d>

About this job: This position assists with the general Visitor Services operations at the Visitors Center, Welwood-Murray Library and Convention Center. Also serves as a guest liaison for visitors, guests, clients, and related personnel to assure that outstanding service is achieved and to enhance the overall guest experience.

ESSENTIAL RESPONSIBILITIES:

Visitor Services

- Greets guests and clients.
- Assists and resolves guest questions, inquiries, and concerns.
- Provides concierge services such as reservations and general information regarding local restaurants, hotels, and attractions.
- Maintains merchandise, literature, and guest information including ordering, stocking, merchandising, cleaning and zoning.
- Monitors guest flow and events to ensure high level of satisfaction.
- Assists with operational paperwork and administrative tasks.
- Follows-up on concerns and opportunities.
- Answers phones.
- Operates and balances cash registers and provides cash management activities as assigned.
- Uses computers and internet to access and deliver information and create reports and other documents.
- Assists in developing processes, procedures, communication materials, and operating manuals and documents.
- Attends and participates in planning, training, and staff meetings.

Other

- Provides back-up and closing coverage including answering phones, directing guests, filing, basic computer work, delivery of faxes and mail, monitoring copiers and fax machines, and closing duties as assigned.
- Promotes and fulfills SMG goals and brand promise.
- Participates in safety programs to achieve safety goals.
- Assists with various department and organization projects and special assignments as needed.
- Performs other assigned duties as required.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

This position does not require any special education.

Experience:

- Previous experience working in a hospitably or retail related experience preferred.
- Previous experience with cash management activities is preferred.

Skills and Abilities:

- Ability to use general office equipment including; computers, fax machines, copy machines and cash registers.
- Ability to communicate clearly to guests and colleagues.
- Knowledge of the Palm Springs area including hotels, restaurants, retail and entertainment.
- Knowledge and use of Word, Excel, Outlook and Explorer.
- Professional appearance and attitude.
- Ability to work both independently and in a team environment.

Physical Demands (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions):

- Ability to lift up to 40 lbs.
- Ability to work extended periods of time both walking and/or standing.
- Ability to work at various SMG facilities in Palm Springs.

Necessary Special Requirements

- Ability to work various hours including nights, weekends and holidays.
- Available to work at least 20 hours per week.

Certifications:

- No certifications are required.

HOW TO APPLY:

You must go to:

<https://recruiting.adp.com/srccar/public/RTI.home?d=External&c=1152751&d>

SMG - The Palm Springs Convention Center and Bureau of Tourism
277 North Avenida Caballeros
Palm Springs, CA 92262

Attn: Camille Steele / Human Resource Manager

Phone: 760-322-8417

Fax: 760-778-4102

Email: csteele@palmspringscc.com

SMG is an Equal Opportunity/Affirmative Action Employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply VEVRRRA Federal Contractor.

Date Opened: 11/8/18

Closing Date: Until Filled

