



ORGANIZATION: City of Lincoln City
JOB TITLE: Explore Lincoln City Visitor Center Coordinator
FLSA STATUS: Non-Exempt, Grade 7
UNION: AFSCME
UPDATED: March 2024

PURPOSE OF POSITION: Perform a variety of tasks to support the Explore Lincoln City Visitor Center, with a primary goal of providing customer service and inspiration to visitors.

ESSENTIAL JOB FUNCTIONS:

Provide a friendly and knowledgeable front desk reception for Explore Lincoln City and the Visitor Center. Use excellent customer service skills and good judgment when answering the telephone and greeting visitors. Respond to inquiries and provide information to visitors and the public regarding tourism resources or refer to appropriate staff. Take messages as appropriate and document inquiry sources. Manage leads, such as from industry partners and media outlets.

Demonstrate enthusiasm for Lincoln City as a tourism destination and become expert at local tourism offerings. Possess or be willing to acquire broad knowledge of the local landscape, current and future activities and events, lodging, dining, attractions, transportation, accessibility, stewardship practices and more. Become familiar with the greater Oregon tourism system. Provide open, friendly and helpful communication to all visitors and the public at large.

Ensure the visitor center is open to the general public during office hours and secured during non-office hours. Ensure coverage for reception during breaks and when performing duties that require time away from reception area.

Support ELC staff with various administrative and general office tasks, e.g., photocopying, maintaining filing system, preparing regular and bulk mail, typing, reception, maintaining postage meter, creating mailing labels from electronic files, data entry, stuffing envelopes and welcome bags, running errands as requested (e.g. post office for trays and sleeves), and receiving/distributing packages through UPS. Maintain office and visitor center order and cleanliness by dusting, vacuuming, emptying trash and other light tasks.

Maintain and update inventory of information and obtain information for use by visitors and general public, including area attractions, restaurants, events, etc. Support ELC staff in maintaining an inventory of print collateral (postcards, rack cards, brochures), restock as necessary and communicate reordering needs.

Provide support to industry partners by acting as a liaison to information, resources and marketing materials including the weekly hot sheet, the Travel Oregon OTIS system, and partner programs. Fulfill brochure and visitor guide requests from local businesses. Support ELC marketing staff in keeping online and print resources up to date.

Maintain professional, respectful, productive and cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Drive City-owned vehicles.

Other duties as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to other ELC staff as workload and staffing levels dictate, including for the Finders Keepers program, event staffing, and other duties. Maintain proficiency by attending training and meetings, reading up-to-date industry materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: High School diploma or equivalent supplemented by additional training and at least one-year experience performing reception and administrative duties in an office or customer service environment, or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of office practices and procedures, business English, and excellent verbal and written communication skills. Intermediate computer skills with experience using MS Office and an aptitude to learn new systems. Previous successful experience with direct public contact and excellent skills in organization, customer service, time management, attention to detail and accuracy are critical to this position. Demonstrated ability to apply sound judgment, take initiative, anticipate needs, and communicate effectively with a team and the public. Demonstrated experience and ability to work easily and professionally in a fast-paced customer service-oriented environment with a variety of visitors and coworkers.

SPECIAL REQUIREMENTS/LICENSES: Valid Oregon Driver's License with good driving history.

DESIRABLE REQUIREMENTS: Possession of a CPR/First Aid card. Previous office experience in a hospitality, municipality, visitor center or tourism environment. Knowledge of visitor/information/convention functions.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit (for extended periods viewing a computer monitor and documents or providing reception coverage at the front counter), stand, communicate, reach, bend at the waist and manipulate objects, tools or controls. The position requires mobility and repetitive motions (e.g. processing bulk mail, data entry). It also requires visual acuity sufficient to view a computer screen and printed documents and auditory ability sufficient to hear voice in person and on the phone. Duties involve moving materials weighing up to and between 20-30 pounds (e.g. trays of mail) on a regular basis and may infrequently (approximately twice monthly) require moving materials weighing up to 40 pounds (e.g. boxes of brochures). Manual dexterity and coordination are required over 50%

of the work period while operating equipment such as computer keyboard, calculator, telephone and standard office equipment.

WORKING CONDITIONS: Usual office working conditions, primarily located at the front counter to perform reception duties. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noise. Some exposure to weather, traffic and other elements when performing duties outside the office.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position. May provide supervision of volunteers, or train staff for specific functions.

SUPERVISION RECEIVED: Works under the general supervision of the Explore Lincoln City Director.