

Houstonfirst

Job Posting

Job Title:	Concierge Desk Specialist
Department:	VisitHouston Tourism Dept.
Reports To:	Tourism Services Manager
Location:	Houston Hobby and Downtown Houston
Hours:	9:00 a.m. to 6:00 p.m. & 10:00a.m. -7:00 p.m. M-Sat and 11:00 a.m. to 6:00 p.m. Sunday.
FLSA Status:	Full-time (1)

SUMMARY: Provide first-class service to all visitors entering a Houston First Corporation / Visit Houston visitor information center. Provide cheerful and constructive information to all visitors. Contribute pro-actively to a professional, positive and exuberant visitor experience and work environment.

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS: (individual duties, assignments and responsibilities required of the position)

- Greet all visitors with a smile and welcoming attitude in a timely and sincere fashion.
- Provide a “first-class” experience to all visitors by listening attentively and providing relevant constructive and informative answers to their requests.
- Offer value-added suggestions or ideas for visitors to experience the diverse cultural and culinary fabric of the greater Houston region.
- Become knowledgeable through relevant, achieving relevant tourism certification and though personal exposure to the attractions and venues in the greater Houston area.
- Track and report on trends in visitation and engagement with visitors to ensure our product continues to evolve and provides a relevant and compelling experience to visitors.
- Identify areas of opportunity to successfully and engage visitors in a meaningful way to enhance their visitor experience in the greater Houston area.
- Actively participate in weekly department meeting.
- Develop and maintain knowledge of industry trends, destination’s best practices and customers as relates to visitor services and experience.
- Actively contribute to the ongoing enhancement efforts to keep the physical visitors information centers and content relevant.
- Be able and willing to work at multiple sites as assigned.
- Other duties and special projects as required.

SUPERVISORY RESPONSIBILITIES: (personnel supervision, budgets, performance, etc.)

- This position has no supervisory responsibility

EDUCATION AND/OR EXPERIENCE: (special training, certifications, college degree, etc.)

- Associate Degree is required or equivalent experience.
- Tourism or Hospitality industry experience is required.

KNOWLEDGE, SKILLS AND ABILITIES: (technical, communication, interpersonal, etc.)

- Excellent sales techniques, networking skills and proven track record as well as effective interpersonal skills
- Excellent written and oral communication, judgment and decision-making skills
- Must be able to make effective written and oral presentations in a public setting
- Must be computer literate, with working knowledge of Windows, Excel, PowerPoint, Prezi or similar software

MISCELLANEOUS:

- Must pass a pre-employment drug test

WORK ENVIRONMENT: (overtime, travel, physical demands, and conditions)

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- No major sources of discomfort; essentially normal office environment with acceptable lighting, temperature and air conditions

ANNUAL SALARY: Commensurate with experience

POSTING DATE:

CLOSING DATE: Until filled

APPLICATION PROCEDURE:

- 1) Fill out a "CCSI Application" and attach a current resume
- 2) Submit both, application and resume, to Human Resources at hfjobapplications@houstonfirst.com

The individual selected for the position described above will be employed by Convention and Cultural Services, Inc., and in accordance with an existing Services Agreement, will perform services for Houston First Corporation.

An equal opportunity employer.