

Houstonfirst

Job Posting

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| Position: | Concierge Desk Specialist |
| FLSA: | Non Exempt |
| Department: | VisitHouston Tourism Dept. |
| Reports to: | Tourism Services Manager |
| Reporting Location: | Houston Hobby and Downtown Houston |
| Workdays & Hours: | 7:00 a.m. to 3:00 p.m. & 11:00a.m. -7:00 p.m. Mon.-Fri. and 9:00 a.m. to 5:00 p.m. Saturday & Sunday (30 HR/WK) |

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 FUNCTION: Essential Duties and Responsibilities:
(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, providing relevant, constructive and informative answers to their requests.
- Offer value-added suggestions/ ideas to visitors to help them experience more of the diverse cultural and culinary fabric of the greater Houston region.
- Become knowledgeable and fluent of the Greater Houston area by achieving relevant tourism certification and through personal exposure to the attractions and venues in the greater Houston area.
- Track and report (daily) all engagement with visitors, recording number of visitors, FAQs, and other relevant comments. This will assist HFC to meet our commitment to always provide relevant information and compelling experience offerings to Houston visitors.
- Answer and track visitors calling the VisitHouston phone line (1.800.4Houston (800.446.8786)).
- Provide timely communication with your manager and participate in department meeting (as requested).
- Maintain knowledge of industry trends and best practices related to enhancing visitor services and experience.
- Actively contribute to the ongoing efforts to keep the physical visitors information center inviting and the 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 requirements.

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

- Associate Degree is required or equivalent experience.
- Tourism, hospitality industry, or face-to-face customer experience in Greater Houston is required.

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

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

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: November 2017

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.