



Position Title: Part-time Information Clerk

Reports to: Welcome Center Manager

Summary of Position: Answer the phone and greet visitors in a professional and cheerful manner. Visitors should feel welcome and leave with great ideas on how to Discover Albany.

Job description:

- Greet and assist visitors, answer any questions about the area, give directions, help visitors to discover Albany.
- Maintain guest sign-in sheet with daily tallies
- Answer and log telephone calls.
- Inventory brochures and always keep the Albany Welcome Center well-stocked in an attractive manner.
- Maintain records of when brochures are ordered and follow up as needed.
- Keep up to date on current events.
- Research and maintain up-to-date information generally needed by tourists.
- Answers all incoming calls unless helping other visitors.
- Keep Gift Shop stocked, orderly, and clean.
- Assist with service request forms for events.
- Assist with bulk mailings.
- Record and mail requested information to prospective visitors who have called or written.
- Record and mail relocation packets.
- Keeps a daily record of all requests pertaining to CVB.
- Other duties as required.

Qualifications include:

- Working knowledge of Albany, Dougherty County, and the State of Georgia
- Excellent communication skills both written and oral
- Extensive computer knowledge and typing skills
- Professional appearance
- Weekends required