



## **Volunteer Position Description...**

**Title:** **Visitor Services Volunteer** (*Director of First Impressions* 😊)

**Purpose:** To provide helpful and accurate information to all visitors in a friendly and professional manner.

**Secondary purpose:** To assist the Merriam Visitors Bureau staff with basic administrative tasks and projects associated with the successful operation of the Merriam Visitors Bureau and Historic Plaza site.

### **Duties:**

- Greet ALL visitors with a warm welcome to Merriam and follow with the question of how we can be of assistance. Make sure to ask where our visitor is from and how they found/learned of the Merriam Visitors Bureau.
- Answer incoming telephone calls and respond accordingly (transfer, message, etc.) Play back all voicemail messages and forward to staff and/or respond accordingly.
- AM volunteers – prepare and setup morning visitor coffee station
- PM volunteers – clean up and put away daily coffee station/replenish supplies for next AM shift volunteer
- Log all incoming visitor inquiries via corresponding method, geographic location and purpose of inquiry.
- Assist visitors with finding appropriate information relevant to their needs. Offer directions, referrals and support to ease their visitor experience. Recommend Merriam hotels and services whenever possible and appropriate.
- Serve as a hospitality ambassador for the Merriam Visitors Bureau and the City of Merriam.
- Replenish brochure and pamphlet stock by ordering new issues and appropriate quantities. Keep all literature racks fulfilled, neatly organized, identifiable and inventoried at all times. Maintain system of local, regional, state and national resources accordingly by theme (historic, restaurants, shopping, attractions, hotels, etc.)
- Fulfill visitor requests by phone, email and mail. Package requests according to need, affix printed shipping label prepare for shipping by the Director of the Merriam Visitors Bureau. (track fulfillment on units of service report).
- Check daily mail and sort for action by the staff.
- Maintain the cleanliness of the front office and conference room for visitor satisfaction; keep areas cleared of all clutter for visitor safety.
- Expand knowledge of Merriam history, services and locations. Expand regional visitor information service knowledge to better serve incoming visitors.
- Keep reference manual updated with numbers, directions, helpful information, hotel data, etc.
- Offer to tour interested group through the Merriam Historic Plaza site (includes leisure

visitors, groups, meeting planners, etc.). Keep abreast of conference room rental policies, procedures and schedule. May assist in meeting room setup and cleanup.

- Provide basic administrative tasks including mailings, visitor fulfillment packets, faxing, copying, answering phones, data-entry, etc.
- Review daily newspapers and headlines for Merriam and/or tourism-related articles. Clip and archive for file.

### **Shifts / Hours:**

The Merriam Visitors Bureau office is open Monday – Thursday, 8:30 am – 4:30 pm. and while we are eager to accept any and all volunteer help offered, it is recommended that each volunteer offer at least one four-hour shift per week.

- 8:30 am – 12:30 pm
- 12:30 pm – 4:30 pm

If you are interested in volunteering more than one four-hour shift per week, please note accordingly on the volunteer application. We welcome your enthusiasm and dedication!

### **Requirements / Skills:**

- Commitment to hospitality and servicing one visitor at a time.
- Flexible, dependable and respectful of staff and visitor schedules.
- Welcoming, friendly and helpful.
- Ability to work independently.
- Manner consistent with representing Merriam in a positive and professional way.
- Confidential/non-opinionated. Pro- City of Merriam philosophies.
- Basic administrative skills (training provided on computer software)

### **Screening / Training / Orientation**

- Background and reference checks
- Personal interview
- Two-hour orientation with site tour
- Office and equipment training
- Heartland Tourism Ambassador Training (after three months)
- Opportunity to attend City of Merriam events and functions
- Book on Merriam history / manual of Merriam Visitors Bureau history / tourism-related publications and articles.

***For information or details on the tasks associated within this position description, please call the Merriam Visitors Bureau at 913-403-8999.***