JOB DESCRIPTION

Job Title: Seasonal Travel Counselor - Intern

Objectives: Welcome and assist visitors at the visitor center, and provide administrative support to members of the Bureau staff, and special projects as assigned.

Reports to: Operations/Visitor Services Manager

Duties and Responsibilities:

- Understand and represent the “Coast” brand to visitors in the meetings, leisure and convention markets.
- Greet walk-in guests in the visitor center, ascertain their needs, and assist them in a friendly and efficient way.
- Answer telephone calls, and serve as the Bureau’s first point of contact for welcoming visitors, business guests, etc. Assist visitors who contact the Bureau via email or other means.
- Provide support to CVB staff members and the organization overall, including but not limited to, doing mailings, making deliveries, making phone calls, set up and clean up for meetings, preparing name badges, assembling gift baskets and giveaways, and compiling data in Excel spreadsheets.
- Stock and maintain information racks at Lake Michigan Car Ferry Dock.
- Update Bureau website, social media and related sites as directed by the Operations/Visitor Services Manager.
- Manage the visitor inquiry database information and prepare bulk shipment of Visitor Guides.
- Take responsibility to identify busy weekends, track hotel room availability and ensure that the information is available for staff.
- When walk-in visitors or callers’ needs are beyond the MAVCB’s scope, refer them to other destination marketing organizations or community organizations that can assist them.
- Understand and follow policies about brochure and poster placement in the Visitor Center.
- Keep abreast of Manitowoc-Two Rivers community happenings and share that knowledge with other staff members, while documenting the information appropriately.
- Prepare projects for weekend volunteers.
Skills:

- Knowledge of office procedures and Microsoft Office products
- Familiarity with various types of office equipment
- Ability to give directions in a clear and efficient manner.

Employment Requirements:

- High school diploma
- Able to lift a minimum of 30 pounds
- Valid drivers license
- Courteous manners with the public
- Punctual, detail-oriented, reliable

Position to run from May – October, 15-20 hours per week.

This is a paid internship offering $9 per hour.

Schedule will involve working weekends and holidays.