**POSITION SUMMARY:**
The Visit Big Sky Recreation Guide reports directly to the Visitor Services Manager and will be the first point of contact for visitors in the Big Sky and Greater Yellowstone Visitor Information Center. The Recreation Guide will be responsible for providing information and guidance on Big Sky and the surrounding areas including Yellowstone National Park. The ideal candidate is eager to assist visitors in planning an exciting trip to Big Sky and brings an enthusiasm for outdoor recreation. The Recreation Guide can expect to interact with visitors traveling nationally and internationally.

**ESSENTIAL DUTIES | RESPONSIBILITIES, TASKS AND DUTIES:**
To perform this job successfully, an individual must perform these essential duties satisfactorily:
- Collects and manages visitor demographic information
- Provides exceptional hospitality to visitors
- Discusses Big Sky recreation opportunities with visitors in an appropriate and concise manner
- Hosts interpretive chats on topics of interest and attending community events
- Uses professional phone etiquette when answering visitor calls and redirects other calls as needed
- Provides suggestions for in-town activities such as dining, lodging, and shopping
- Educates guests on bear safety and how to properly use bear spray
- Stays up to date on trail conditions and community events
- Mails out visitor information requests and tracking distribution quantities
- Assists Visitor Services Manager and VBS staff as needed
- All other duties and responsibilities as assigned

**NON-ESSENTIAL JOB FUNCTIONS:**
- Opening/ closing the business – locking the doors, turning on/off the lights, turning on/off media
- Assisting other team members with special projects, special events or the like

**EXPERIENCE AND EDUCATION REQUIREMENTS:**
- Previous professional experience in a Hospitality, Education, Natural Science, or Outdoor Recreation field preferred
- Minimum experience working in hospitality, tourism, customer service or similar field
- Become Bear Aware Certified
- Combination of education and experience may be considered

**PHYSICAL REQUIREMENTS:**
- Must be able to work in a busy office environment with multiple conversations happening around your office space, printers and other distractions
- Must be able to listen, hear and speak in the English language
- This position is sometimes active and requires employees to frequently sit for long periods of time in front of a computer and occasionally stand for long periods of time
- Must be able to use a computer, phone, and standard office machines such as a copier/ scanner and or a fax machine to accomplish tasks on a daily basis
- Must be able to lift 25 pounds occasionally
KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE: (BODY OF INFORMATION NECESSARY TO PERFORM THE JOB)

- Passionate about Big Sky and the Montana brand
- Knowledge of (or the ability to quickly learn) the Big Sky destination's tourism product - hotels, lodging and camping options, attractions, recreation, entertainment, retail and dining options

SKILLS: (LEVEL OF PROFICIENCY)

- Excellent computer skills and proficient in excel, word and outlook
- Team player and collaborative work style
- Strong written and verbal communication skills with ability to comfortably represent VBS through phone and email communications
- Excellent interpersonal skills; this person can interact with individuals at all levels within the organization, tourism stakeholders and the public
- Language skills – capable of reading and writing the English language in a professional manner
- Have strong independent work ethic
- Organization skills – maintaining tasks and objects in a logical arrangement so they are easily located
- Multi-tasker; must be able to juggle multiple tasks simultaneously
- Problem-solver; must be able to engage in critical thinking to access the situation and resolve issues at hand

ABILITIES: (CAPABILITIES)

- Communication – capable of positive communication using verbal, written and body language
- Concentration – to work with accuracy, requiring minimal supervision and make appropriate decisions when empowered to do so and within the scope of this position
- Leadership – ability to lead by example, collaborate and delegate tasks/projects
- Teamwork – work with diverse individuals/employees and still accomplish company and personal goals

TO APPLY:
Please send cover letter and resume to Emily Lessard at emilylessard@visitbigskymt.com. The deadline for applications is Wednesday, April 1, 2020.