**Job Title:** Visitor Services Travel Counselor

**Reports To:** Director of Operations

**Available Positions:** 2

**Hours:** Temporary position from April (some flexibility on start date) to mid-October. Two employees staff hours noted below for an average of 20-30 hours per week, per employee. Hours are as follows:

- April to Memorial Day—Monday to Friday 9 am – 5 pm
- Memorial Day to Labor Day—Monday to Friday 9 am – 7 pm, Saturday 9 am – 5pm and Sunday 10 am to 3 pm
- Labor Day to mid-October—Monday to Friday 9 am – 5pm with an occasional Saturday as needed

**Salary:** $12-$14 per hour depending on experience

**Application Deadline:** Monday, March 22, 2021

Do you love Missoula and enjoy sharing your passion for this unique town with others? The Visitor Services Travel Counselors are the frontline staff welcoming and assisting visitors from around the state, country and world. We are seeking friendly, genuine, energetic and personable individuals to help all visitors have a wonderful experience in Missoula and the surrounding area.

**About Destination Missoula:**
Destination Missoula markets Missoula and the surrounding areas as a premiere travel destination thereby creating vibrant growth in the economy and enhancing the quality of life.

**Function:**
Under general supervision of the Director of Operations, the Visitor Services Travel Counselor is responsible for assisting with the day-to-day operations of Destination Missoula’s Visitor Information Center (VIC) and assisting with office tasks as time permits.

**Duties & Responsibilities:**
- Assists with the overall operation of the VIC including answering phones, greeting visitors, responding to visitor inquiry requests and tracking visitors.
- Maintains a working knowledge of the destination's highways, transportation systems, public and private attractions and recreation areas, events, weather conditions and accommodations to provide accurate and helpful information to visitors of all ages.
- Maintains display rack and inventory of all VIC distribution materials.
- Clean VIC to adhere to COVID safety guidelines.
- Compiles guides and brochures for conferences and events taking place in Missoula.
- Inputs events into the online calendar.
- Inputs visitor registrations into the database.
- Assists with general office tasks.
- Other duties as assigned.

**Qualifications:**
- Excellent interpersonal skills used with a variety of individuals.
- Exceptional oral communication skills.
- Proficiency with general office equipment, Microsoft Office and the Internet.
• Demonstrated professionalism and mature level of responsibility and dependability.
• Strong service approach with both internal and external customers.
• Self-starter who takes initiative and can work with minimal supervision.
• Must have high attendance rate and be punctual, as well as flexible.
• Able to juggle multiple tasks and interruptions with poise, confidence and cheerfulness.
• Possess a desire and motivation to learn about Missoula and surrounding areas including attractions, events, recreation and community resources.

**Physical Demands:**
While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 20 pounds, regularly lift and/or move up to 40 pounds up and down stairs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**
The work environment is that of a business office with routine visitor traffic. The noise level in the work environment is usually quiet to moderately quiet. Visitor Travel Counselor must wear a mask during work shift to adhere to COVID safety guidelines.

Please submit a cover letter, resume and three references (at least two professional references, one may be a personal reference) by Monday, March 22 online. Visit [www.destinationmissoula.org/careers](http://www.destinationmissoula.org/careers) for more details and to apply online.