Job Description
As the first impression of Destination Missoula to callers and visitors, we are looking for someone who is warm, friendly, genuine, energetic and personable - someone who exemplifies the high service standards for which our hospitality industry is known. The Administrative & Visitor Services Specialist will be a first point of contact for our partners, visitors and clients, both in person and over the phone, and requires someone who is extremely organized and detail-oriented, who is able to juggle multiple tasks and interruptions with poise, confidence and cheerfulness. The successful candidate will thrive on being the hub of an organization: the “go to” person for questions, supplies, project assistance and administrative support. This position is ideal for someone who wants to grow in the hospitality and travel industry.

Duties and Responsibilities

Office Management
- Manage incoming emails, calls and walk-in traffic.
- Provide general administrative support for the entire team including data entry, customer relations software management, filing, copying, office and promotional supplies inventory, research, errands, report generation, meeting scheduling, communications, mailings, common area cleaning and project work.
- Manage company car vehicle maintenance.
- Assist with periodic Destination Missoula events.
- Other duties as assigned.

Visitor Information Center
- Greet visitors, determine the nature of visits, answer routine questions and track visitor information.
- Maintain display racks and inventory of all distribution materials for the VIC.
- Maintain a working knowledge of the area’s highways, transportation systems, public and private attractions and recreation areas, events, weather conditions, accommodations and tourist attractions to provide accurate and helpful information to visitors of all ages.
- Training and supervise visitor center seasonal staff and volunteers.
- Create the weekly events flier.
- Coordinate and teach front line training tourism workshops prior to the start of each tourist season.

Sales and Services Support
- Support the sales team with tradeshow preparation.
- Assist with the preparation, setup and tear down of events.
- Recruit and manage volunteers for special events including upkeep of online volunteer portal and volunteer appreciation program.
- Assist with the coordination of the TBID grant program.
- Create and update sales materials.
- Enter sales data into Simpleview software.

Experience and Qualifications
- 2-3 years relevant experience required.
- Must have high attendance rate and be punctual.
• Knowledgeable in standard office administrative practices and procedures, including the use of standard office equipment: copier, printer, fax, telephone systems, tablet, desktop and laptop computers.
• Intermediate skill level with computer programs: Word, Publisher, PowerPoint, Outlook and Excel, Google Docs, Gmail and Dropbox. Preferred knowledge of Simpleview or other customer relations systems and understand data management and processing. Portrays willingness to learn new computer programs and skills.
• Direct supervisory experience, preferably some experience with volunteer coordinating.
• Exemplary customer service skills dealing with the public, visitors, Board of Directors, business partners and meeting/event planners.
• Exceptional communication and organization skills.
• Excellent verbal and written skills.
• Ability to work both independently and as part of a team.
• Assume responsibility for own work, coordinate projects, set priorities, meet deadlines and follow up with minimal direction or supervision.
• Display a significant measure of accuracy in all work.
• Maintain confidentiality.
• Must possess a desire and motivation to learn about Missoula and surrounding areas including attractions, events, recreation and community resources.
• Valid U.S. driver’s license and clean driving record.

Physical Demands
While performing the duties of this job, the employee is regularly required to sit and talk or hear. 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 25 pounds, regularly lift and/or move up to 50 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
We offer a friendly and fun work environment located in downtown. Our office is that of a business with routine client and visitor traffic. The noise level in the work environment is usually quiet to moderately quiet. On occasion, there may be work off-site and outdoors.

Hours
9 a.m. to 5 p.m. Monday through Friday; Occasional evenings and weekend work may be required.

Salary & Benefits
$18-$19/hour; health insurance including dental and vision; short- and long-term disability insurance; paid time off & holiday leave; parking; option to participate in health and dependent care flexible spending accounts; and retirement after one year of employment.

To apply visit https://destinationmissoula.org/careers. Please submit a cover letter, resume and three references by Sunday, September 12.