



## Job Title: Tourism Program Coordinator

### **JOB DESCRIPTION**

**Pay Grade:** 108  
**Job Code:** TBD  
**FLSA Status:** Non-Exempt

### **JOB SUMMARY**

This position is responsible for welcoming visitors to the Douglasville Welcome Center. The person in this position provides accurate information on the local and regional tourism product to include way-finding, hotels, attractions, merchants, and events. Ensures the Welcome Center is kept in organized, neat condition.

### **ESSENTIAL JOB FUNCTIONS**

- Maintains a working knowledge of Douglasville's tourism inventory including accommodations, retail, restaurants, attractions, events, exhibits, and related tourist services available
- Responds to inquiries and needs of walk-in visitors and telephone and website requests representing the City in a friendly and welcoming manner
- Provides assistance to travelers regarding planning routes, locating lodging, and other attractions in the area that may be of interest
- Maintains extensive documentation on visitors for the purposes of completing State required reports and to maintain "Regional Visitor Information Center" status
- Acts as a liaison with other visitor centers throughout the state to maintain required amounts of brochures and to facilitate policies and procedural changes for the state-operated program
- Maintains and organizes the Douglasville Welcome Center, to include presentation of print publications and general housekeeping
- Oversees the general maintenance of the Welcome Center, its equipment, and the surrounding areas
- Manages retail sales, cash register operation, and monetary transactions
- Represents the Douglasville Convention and Visitors Bureau at various events and community functions
- Maintains files and records for the building and organization
- Assists with updates to Douglasville Convention Visitors Bureau's websites and social media

- Provides assistance at meetings and special events, which may sometimes fall on evenings and/or weekends
- Other duties as assigned including special projects, marketing and general support to the Tourism Program Manager

### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS**

Requires a high school diploma. Bachelor's degree from an accredited college or university in business, hospitality, tourism or closely related field preferred; five (5) years of related experience in field or any equivalent combination of education, training, and experience which provides the required knowledge, skills and abilities for this job. Must possess and maintain a valid Georgia Driver's license.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Convention and Visitor Bureau operations and current practices in the tourism industry, specifically in similar-sized jurisdictions;
- Good written and verbal communication skills;
- Responsible for the department's ability to attract additional local visitors, resulting in additional revenues for local business and government;
- Ability to remain current on the latest technological advances in tourism;
- Ability to interface directly with the public and facilitate and negotiate; and recognize and capitalize on opportunity; and
- Ability in supervising assistants and working with other members of the City staff and the community.

### **PHYSICAL DEMANDS**

The work requires the incumbent to sit long periods of time at a desk; stand to file; walk through building to perform needed tasks; dragging and lifting boxes of paper, files and supplies up to 25 lbs.; pulling and pushing file drawers open and closed; stooping, crouching, bending, squatting and kneeling to retrieve files and boxes; occasional crawling to retrieve items under desk, etc., feeling for needed objects on desk and in file drawers; reaching and twisting in chair to reach phone and files; filing and sorting of files; driving to appointments and seminars in City or personal vehicle; writing, typing, using computer and answering telephone in daily duties of job; simple grasping of objects and files and using fingers for fine manipulation of using computer keyboard; static, rotational, flexing and extension of head and neck needed to answer phone and turn to find files; near acuity vision, color vision and up, down, right and left field of vision needed; requires speaking, hearing, and dealing with employees and the public.

### **WORK ENVIRONMENT**

Primarily works in air-conditioned environment in an office setting. Occasionally outdoors walking to other City Departments and driving a car to meetings and seminars which may involve working in all types of weather. Exposed to constant noise and dust/mites. Medium stress level.

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

By signing this document you are affirming that you have read the above job description and understand the duties and responsibilities enumerated therein.

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Printed Name

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Signature

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Date