



Georgia Department of Economic Development  
Position Announcement

Title:	<b>Visitor Information Specialist</b>	Entry Salary:	<b>\$32,000.00</b>
Division:	<b>Tourism</b>	Location:	Lavonia, GA
Duties and Responsibilities:	<p>The Georgia Department of Economic Development (GDEcD) is the state’s sales and marketing arm, the lead agency for attracting new business investment, encouraging the expansion of existing industry and small businesses, addressing macro level workforce issues, locating new markets for Georgia products, attracting tourists to Georgia, and promoting the state as a destination for arts events and location for film, music and digital entertainment projects, as well as planning and mobilizing state resources for economic development.</p> <p>The Tourism Division promotes the State of Georgia as a tourism destination. Georgia’s Visitor Information Centers (VICs) are the first points of contact with more than 13 million visitors each year. The primary goal at the VICs is to assist travelers and help them learn more about things to do in Georgia, such as attractions, tours, parks and historic sites, restaurants and diners, and other similar activities that will promote spending more leisure time in Georgia. This opening is at the center in Lavonia on I-85 South.</p> <p>The Visitor Information Specialist greets and provides information to travelers regarding events and attractions in Georgia and provides assistance to travelers in planning routes, locating and booking lodging, or locating mechanical, medical or other services as needed. Maintains records of travelers and participates in travel shows or events as a representative of Georgia to encourage tourism which generates tax revenues for the state. Assists with updating event and attraction information for state publications and websites. Participates in planning promotional opportunities and other special projects as requested. Ability to move boxes weighing up to 25 pounds and standing for long periods of time while assisting and greeting visitors is required. This position has the full state benefits package, including paid holidays (may be observed on other days), paid leave, pension plan, 401k, health and other benefits (dental, vision, life insurance, etc.).</p>		
Minimum Qualifications:	<ul style="list-style-type: none"> <li>• High school diploma or equivalent, AND six months or experience handling customer questions, complaints, and/or providing information.</li> <li>• Interaction with a wide variety of clients and customers.</li> <li>• Strong customer service skills.</li> <li>• Familiarity with Microsoft Office applications.</li> <li>• Strong oral, written and interpersonal communication skills, including demonstrated ability to engage with guests.</li> <li>• Skill in proofreading and editing written information.</li> </ul>		

Preferred Qualifications:	<ul style="list-style-type: none"> <li>• One year of experience in tourism, marketing or public relations.</li> <li>• Basic knowledge of Georgia regions and attractions.</li> <li>• Proficiency in Microsoft Office applications.</li> <li>• Georgia Tourism industry experience.</li> <li>• Retail sales experience.</li> <li>• Conversational knowledge of other language(s).</li> <li>• Experience giving formal presentations to small or large groups.</li> <li>• Training in first aid.</li> </ul>		
Travel Required?	Some (meetings, familiarization tours).	Nights, Weekends Required?	Weekends required (rotating).
Deadline:	<b>Open until filled; resumes will be reviewed immediately. Apply ASAP.</b>		

**Application Instructions:** To apply for this position, ***you must submit your resumé and cover letter (PDF format preferred) via the link on our careers page at <https://www.georgia.org/about-us/career-job-search>***. If you do not have internet access or require an accommodation because of a disability, please contact GDEcD Human Resources at 404-962-4000 or email jobs@georgia.org.

**Additional Information for Applicants:** *All qualified candidates will be considered but may not receive an interview. Preference will be given to applicants who meet both the minimum and preferred qualifications. Internal applicants may be considered prior to other applicants. Information on publicly posted social media accounts may be reviewed as part of the screening process. Applicants who are not selected for interviews will not receive notification.*

*Applicants selected for hire will be subject to a background check, including a criminal history record check. Depending on the position, the background check may include education verification, credit check, and driving record. Additionally, male applicants between 18 and 26 years of age must present proof of Selective Service Registration if hired.*

*Please note, if travel is required, the selected candidate will be required to pay travel expenses (hotel, meals, etc.) up front and will be reimbursed within one week of expense statement approval.*

**GDEcD is an Equal Opportunity Employer**