

TOURIST INFORMATION CENTER
ARTS/CRAFTS SALES AND TRAVEL COUNSELOR

A West Virginia Parkways Travel Counselor will serve as an effective ambassador of the State of West Virginia, by meeting and welcoming the traveling public and creating a favorable image of the State, its scenic and recreations facilities and its people.

Essential Functions of the job:

- Assist the public with travel planning (giving directions, distributing brochures and maps, making reservations, suggesting rest areas, estimating mileage, etc.)
- Inform the public of arts and crafts available at the center and refer public to manufacturer and studios of artisans.
- Conduct sales of West Virginia Made items in a positive and courteous manner.
- Operate a computerized cash register and make change correctly.
- Maintain records of daily sales, daily incidents and visitor counts.
- Maintain an adequate supply of brochures for display.
- Assist co-workers in receiving and stocking of product for sale in the shop.
- Daily cleaning and straightening Tourist Information Center and craft shop.
- Assist in the planning and implementing of special projects and programs.
- Assist in the training of interns and new hires.
- Participate in familiarization trips planned by Parkways Authority staff.
- Other duties as assigned.

Physical Requirements of the Job:

- Sitting and standing for long periods of time.
- Walking, bending, climbing and reaching.
- Squatting, stooping, crawling, kneeling.
- Lifting up to 40 pounds, carrying, pushing and pulling.

Skill and Abilities:

- Must possess good communication skills enabling the employee to meet, greet, and deal with the public.
- Must have the ability to read maps and give accurate directions.
- Must have verbal and writing skills needed to communicate clearly with the public.
- Must have ability to operate a computerized cash register.
- Must have ability to make change, and prepare daily financial reports.
- Must be willing to travel on familiarization trips throughout West Virginia.

Equipment

- Computerized cash register and computer
- Copy machine
- FAX machine

Method of Salary

- Hourly employee: overtime pay as authorized

Work Schedule

- Normal work week is either 4 X 10 or 5 X 8 hour days in a seven day period , Sunday through Saturday with scheduled days off.

Place of Duty

- Assigned to Tourist Information Centers and/or Craft Shops at Princeton Welcome Center, Bluestone Travel Plaza, Beckley Travel Plaza or Morton Travel Plaza.

Education/Experience

- High school diploma or equivalent required.
- Travel Management experience and cashier experience preferred.

- Neat well-groomed, professional appearance required. (This image must be maintained at all times, including the maintenance and wearing of uniforms provided.)
- Basic knowledge of states highway system; location of scenic recreational facilities or the resources to determine such information.

Special Requirements

- Valid drivers license

Health

- General good health