

Job Title: INFORMATION CENTER REPRESENTATIVE II State Welcome Center at Bennington

Reports to: Welcome Center Manager

Classification: Hourly, 10-20hrs/week. Positions in this class are assigned a designated workweek and shift. The Welcome Center is open every day including holidays 7 am – 7 pm. This will be a part-time position. Approximately 5 hours per day.

Position Overview:

The Welcome Center Assistant is responsible for providing exceptional visitor services at information centers located throughout the state. This part-time position involves assisting customers, providing travel directions, promoting local businesses and attractions, managing supplies, maintaining cleanliness, and responding to emergencies.

Key Responsibilities:

- Provides visitor services at the State Welcome Center at Bennington (Highway 279). Greets customers, provides travel directions utilizing a map and computer to give information about area services and attractions.
- Communicates and collaborates with local businesses and other travel industry personnel to promote Vermont businesses, services and attractions.
- Orders cleaning supplies, coffee supplies, answers phone and maintains electronic records.
- Possesses ability to receive orders, stock/re-fill brochures and order brochures for the Brochure Program.
- Prepares, cleans and restocks coffee area – multiple times during shift.
- Cleans and stocks bathrooms – multiple times throughout shift. Must be able to clean human excrement including feces, vomit and blood.
- Clears sidewalks utilizing a snow blower, shovel and salts and sands walkways. Plowing of parking lots is done with contracted services.
- Maintains flowerbeds.
- Empties trash both inside facility and outside facility.
- Cleans grounds keeping them free of cigarette butts and other debris from guests.
- Responds to emergency situations and performs related duties as required.

Environmental Factors:

- Evening, Weekend and Holiday shifts are required.
- Incumbents must be able to work outdoors in all weather, and on rough and slippery ground.

Knowledge, Skills and Abilities:

- Knowledge of principles and practices of written and verbal communication.
- Knowledge of marketing and promotional practices and techniques.
- Considerable knowledge of a wide variety of local services and attractions.
- Ability to interact and communicate effectively with members of the business community and the public over the phone and in person.
- Ability to establish and maintain effective working relationships with co-workers.
- Ability to react calmly and professionally during emergencies.
- Ability to exercise independent judgment.
- Ability to read a map or to provide travel instructions.
- Ability to perform basic custodial tasks.
- Ability to learn and utilize the state email for purposes of communicating with other centers and supervisor.
- Ability to use basic computer skills
- Ability to take basic tests related to work environment and Vermont information.

Wage: \$14/hr

To apply, please provide an email or letter of interest to PJ DeVito (Patricia.DeVito@partner.vermont.gov) and Matt Harrington (matt@swvtchamber.com). Snailmail can be sent to 100 Veterans Memorial Drive, Bennington, VT 05201