

**JEFFERSON COUNTY
EMPLOYMENT OPPORTUNITY**

Job Title: Travel Counselor (Part-time/Seasonal)
Department: Ben Rogers Visitors and Information Center
Reports To: Director of Visitors and Information Center
Salary: \$10.5873/hr
Application Deadline: Open Until Filled

Summary: Provides statewide travel information to the general public and promotes travel to and within the State. Work is performed at the Ben Rogers Visitors and Information Center. Work requires extensive contact with the public.

DUTIES AND RESPONSIBILITIES

Essential Job Functions: Works with Ben Rogers Visitors and Information Center Director and staff. Greets walk-in customers and provides travel and routing information. May answer visitor & grant request for information; road condition telephone calls, which may include complaints; keeps daily records of number of people served. May perform administrative support to include; filing, sorting, processing of mail, typing and writing correspondence and transmittals, may assist with proof reading; performs literature inventory, and fulfill mail request on a constant basis and reorders promotional literature and maps from TxDot, tourist attractions and chamber of commerce offices throughout the State. Assists in compiling statistical data; preparing expense accounts and billing statements; providing special reports and conducting research. Stocks literature racks; opens and closes Visitors and Information Center in the absence of the supervisor; prepares routes for travelers. May speak to groups about Texas tourism and Jefferson County Visitors Center services. Promotes area tourism through working at travel shows locally and throughout Texas. May assist with distribution of specialty items as well as assembling gifts. Clean work station and public areas; make coffee and popcorn; restock as necessary. Regular and predictable attendance is an essential function of this position.

Other Job Functions: Performs other job related duties, as directed.

NOTE: The above describes the general nature and level of work being performed by employees holding this position. This is not intended to be an exhaustive list of all duties and responsibilities required nor are all duties listed necessarily performed by any one employee so classified.

Equipment Used: Personal computer/mainframe computer terminal; automobile; other general office equipment as needed.

JOB REQUIREMENTS

Education & Experience: High school diploma or general education degree (GED), plus four (4) years experience in a position requiring direct contact with the public. Related college education or technical training may be substituted for experience on a year per year basis.

Knowledge, Skills & Abilities: *Knowledge of:* statistical compilation practices and techniques; travel and information services; Texas geography, history and cultures; Texas attractions, travel and tourism; inventory/stock control procedures. *Skill in:* providing prompt and courteous customer service; advising customers when delays are necessary and following up on identified problems until resolved; scheduling work assignments; dealing courteously and effectively with the public; leading, assigning, reviewing and monitoring the work of others' the responsibilities associated with administrative practices and procedures to include writing, editing and reporting writing techniques, record keeping and records management; responsibilities associated with secretarial and office procedures to include the use of proper business telephone etiquette, internal communication strategies and use of basic office equipment; developing and giving presentations; and conducting inventory activities. *Ability to:* communicate effectively; read and interpret maps; stand for long periods of time. Proficiency with personal computer applications and systems; Excel, Word, Outlook, and Microsoft office as well as command of the English language and communication skills, written and verbal. Skill in Graphic Design, PowerPoint, and media experience is desirable. **Bi-lingual (Spanish) preferred but not required.**

WORK SITUATIONS/DEMANDS/EFFORT: Facility is open seven (7) days a week, 10 hours a day. This position will often work weekends and a non-traditional work schedule, including some overnight travel. May assist with managing the department, supervising work of others, and has broad range of independent judgment in interpreting and applying policies and administrative guidelines and must be available to answer questions/make decisions during operational hours.

WORKING CONDITIONS: Working conditions are normally performed in a climate controlled environment; some activities may be conducted outdoors.

PHYSICAL REQUIREMENTS: Subject to sitting, standing, driving to other locations, reaching and lifting.

**Apply at: Human Resources Department
Jefferson County Courthouse, Annex 1 Building
1225 Pearl St., Suite 201, Beaumont, TX 77701
(409) 839-2391
Fax: (409) 839-2399**

E-mail resumes and/or signed applications to: hrdept@co.jefferson.tx.us

Jefferson County is an equal opportunity employer. The County does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. To request a reasonable accommodation or other assistance, contact a Human Resources representative at (409) 839-2391, or for the hearing impaired, through RELAY Texas at 1-800-735-2989 or mail your request to 1225 Pearl St., Suite 201, Beaumont, Texas 77701.