

Storey County Job Description

Tourism Assistant

Class Title:	Tourism Assistant
Reports To:	Tourism Director
FLSA Status:	Non-Exempt
Class Grade:	110
Created:	04/14/15
Last Revised:	04/14/15

JOB SUMMARY

Under general direction of the Tourism Director or his/her designee, performs a variety of administrative, housekeeping, liaison, and other general duties related to the support, promotion, and operations of the Visitors Center and the Virginia City Tourism Commission.

DISTINGUISHING CHARACTERISTICS

This is an entry-level position within the tourism and marketing team. The incumbent typically works under general supervision of the Tourism Director or his/her designee, and is required to perform a full-range of administrative, custodial, and general operations duties.

EXAMPLES OF ESSENTIAL FUNCTIONS

The duties listed below are examples of the work typically performed by an employee in this position. Performance of these functions is the reason the job exists. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

1. Maintains a physical presence at the information counter, gift shop, and other public areas of the Visitors Center; greets and interacts with visitors, answers questions, and provides information about area resources, attractions, events, and entertainment.
2. Answers telephones and emails, works in cooperation with other staff to cover phones.
3. Types and designs general correspondence such as memos, charts, tables, graphs, and similar documents; proofreads copies for spelling, grammar, and formatting, and makes appropriate changes; responsible for accuracy and clarity on final copy.
4. Searches files and records for requested information; sorts, categorizes, and files documents and records.
5. Runs errands including, but not limited to, bank deposits and business, mail pickup and delivery, and retrieval of documents, materials, and supplies outside of the office.
6. Schedules, organizes, and arranges complex activities including, but not limited to, meetings, travel, conferences, and department activities.

7. Handles retail sales, cash and payments, and balances cash drawer; opens and closes-out cash drawers and balances daily cash for the workday; secures cash and valuables.
8. Maintains sufficient inventory of supplies in the Visitors Center.
9. Sets up, arranges, takes down, and removes furniture, temporary road cones and barriers, and other large and small items related to special functions, events, and meetings; transports materials to on- and off-site locations.
10. Shovels snow from building walkways and applies salt or ice-melt where appropriate.
11. Operates a motor vehicle and utility trailer over short and long distances.
12. Performs routine housekeeping duties including, but not limited to, general dusting and polishing of furniture, trim work, counters, windows sills, window blinds, and other fixtures; empties, cleans, and lines waste receptacles, and disposes of trash; cleans doors, windows, walls, floors, window blinds, furniture, toilets, and sinks; re-stocks supplies in restrooms and other places as needed.
13. Serves as a representative of the Visitors Center and Tourism Commission demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.

QUALIFICATIONS

Knowledge of

- General knowledge of local resources, attractions, and events applicable to tourism and the functions of the Virginia City Tourism Commission, and basic knowledge of Virginia City, Gold Hill, and the history of the Comstock.
- Basic business arithmetic to accurately maintain and balance a cash drawer, count money, balance a daily cash record, and count change to a customer.
- Correct English usage including grammar, punctuation, and vocabulary.
- Basic modern office equipment including, but not limited to, telephones, fax machines, and copiers; personal computer programs such as Microsoft Windows and Office, basic AS400 systems, and other applicable programs and software.
- Principles of customer services and working within a team-oriented work environment; methods and techniques for dealing with the public during stressful situations.
- Proper cleaning methods, and safe usage of cleaning materials, disinfectants, chemicals, tools, and equipment related to the position.

Ability to

- Effectively communicate verbally and in-writing; promote constructive and efficient cooperation in a team-oriented environment; act courteously and communicate effectively with the public and others in a variety of different emotional states, from a

variety of different backgrounds, and with different educational backgrounds and mental capacities.

- Maintain accurate records; exercise sound independent judgment within established guidelines; work effectively under pressure of deadlines, conflicting demands, and during emergencies.
- Operate basic modern office equipment including telephones, fax machines, and copiers; personal computer programs such as Microsoft Windows and Office, basic AS400 systems, and other programs and systems applicable to the position; type at a sufficient rate and with accuracy to perform the functions of the position; and operate a motor vehicle for intermittent and extended periods.
- Consistently demonstrate a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
- Carry out and actively participate in an assortment of special and ongoing projects.

LICENSING, EDUCATION & OTHER REQUIREMENTS

- Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is formal or informal education or training which ensures the ability to read, write, and conduct mathematical calculations at a level necessary for successful job performance.
- Possess and maintain a valid Class C Nevada Driver License.
- The ability to pass a criminal background investigation.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- ***Physical Requirements.*** Strength, dexterity, coordination and vision to use a keyboard and personal computer for prolonged periods of time. Strength, stamina, and coordination to bend, stoop, sit, and stand for long periods of time; walk for long distances; lift and carry files, stacks of paper, road cones, barriers, signs, portable tables, chairs, signs, and other such materials (up to 50 lbs.). Dexterity and coordination to handle files and single pieces of paper. The ability to communicate verbally in-person and by telephone, and communicate by other telecommunication devices. *In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.*
- ***Working Environment.*** Position functions indoors in an office or store-front/retail type environment where work may be performed at a desk, counter, on the sales floor, or outdoors on the sidewalk/boardwalk. Work also occurs at off-site locations, within occupied vehicular roadways, and in outdoor environments that include inclement

weather conditions such as heat, cold, sun, rain, snow, ice, wind, and dust. Position requires occasional travel by car to carry out deliveries, pick up materials, and attend meetings. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

Effective the 15 day of April, 2015.

Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employees' Association AFSCME Comstock Chapter.

Storey County Government

Storey County AFSCME Local Union

Patrick Whitten
County Manager

Tobi Whitten, Union President
AFSCME Comstock Chapter

Austin Osborne
Administrative Officer