

## Storey County Job Description

# Visitor Liaison

**CLASS TITLE:** Visitor Liaison  
**FLSA STATUS:** Non-Exempt  
**Created:** July 7, 2012  
**Last Revised:** November 12, 2013

**JOB SUMMARY:** Under general supervision, performs a variety of customer service duties including answering phones, assisting visitors, retail sales and cash handling.

**DISTINGUISHING CHARACTERISTICS:** This position is an entry/trainee level job and as such performs general customer service, general reception, cash handling, and support duties at the direction of the supervisor. As experience is gained, works more independently within established guidelines.

### EXAMPLES OF ESSENTIAL FUNCTIONS:

The duties listed below are examples of the work typically performed by an employee in this position. Performance of these essential 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. The following duties are performed under close supervision. Essential functions may include, but are not limited to, the following:

- Greets visitors and provides directions, written materials, and general information about the community, events, and entertainment.
- Answers phones, handles requests for information.
- Monitors information counter and gift shop.
- Handles retail sales, cash and other payments, and cash drawer balancing.
- Maintains facilities for cleanliness, including restrooms, offices, counters, floors, windows, and other interior surfaces; performs other routine housekeeping; removes snow and debris from store-front walkway.
- Represent Storey County in a courteous, professional manner.

### QUALIFICATIONS:

#### *Knowledge of:*

- Basic elements of English usage, grammar and communication.
- Operation of basic office equipment such as fax machines, copiers, and personal computers, and telephones.

- Principles of providing customer service to the public, customers, and other persons.
- Operation of cash register and general cash handling skills.
- Telephone and general reception procedures.
- Basic record keeping and bookkeeping principles and practices.
- Department policies, procedures, and goals.
- Represent Storey County in a courteous, professional manner.

*Ability to:*

- Perform a broad range of customer service tasks, using courtesy, tact, good judgment, patience and resourcefulness.
- Operate a computer, including a variety of software programs applicable to the position.
- Use initiative and independent judgment within established procedural guidelines.
- Communicate clearly and concisely, both orally and in writing.
- Perform basic arithmetic calculations with and without a calculator.
- Apply general office procedures and policies.
- Maintain accurate files and records.
- Provide factual information in person and over the phone consistent with the organization's policies, procedures and guidelines.

**LICENSING, EDUCATION, & OTHER REQUIREMENTS:**

- May be required to possess and maintain a valid Nevada Class C Driver License.
- Any combination of training, education, and experience that would provide the required knowledge and abilities for the position. A typical way to gain the required knowledge and ability is possession of a high school diploma or equivalency AND six months of general work experience performing a variety of customer service tasks or any combination of training and experience that would demonstrate the desired knowledge and abilities of the position.

**PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:** The physical and mental 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 cash register, calculator, keyboard, and computer monitor for prolonged periods. Strength and stamina to bend, stoop, sit and stand for long periods of time. Dexterity and coordination to handle brochures and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials, drinking water, sales merchandise, and other items applicable to the main functions of the office. Reaching for items above and below desk or counter level; bending, squatting and stooping to access items is necessary. The ability to

communicate via telephone. Light lifting (up to 25 pounds) is occasionally required. *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 Conditions:** Work is performed under the following conditions: Position functions mainly indoors in a store front environment where most work is performed at a desk, on the sales floor, or behind a counter, but may require being outdoors periodically in inclement weather. Position may require occasional travel by car to carry out deliveries or to pick up materials. 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 20 day of November, 2013.

Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employee’s 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