

# Visitor Services & Community Development Coordinator



**Title:** Visitor Services & Community Development Coordinator

**Reports to:** Director of Visit Sitka

**Hours:** Seasonal Full Time, Non-exempt

**Salary Range:** \$15 to \$20/hour DOE

## JOB DESCRIPTION

The Visitor Services & Community Development Coordinator is responsible for coordinating the visitor services program and community programs in Sitka, Alaska. This seasonal full-time position works under the leadership of the Director of Visit Sitka to carry out programs under the Visit Sitka brand of the Greater Sitka Chamber of Commerce. This position ensures visitor information center is fully supplied with the most comprehensive, up-to-date information and coordinates volunteers, tourism business support and training programs.

## SPECIFIC DUTIES

- Coordinate visitor information services, visitor information center and satellites, including providing services personally as needed, in accordance with the policies and procedures of Visit Sitka and Convention and Visitor Services contract.
- Responsible for the recruitment, retention and training of the Sitka Star Volunteer program ensuring a clear and professional message is being provided to visitors aligned with the Visit Sitka brand.
- Act as a point of contact for visitor calls and emails.
- Coordinate tourism business and partner events and educational opportunities (e.g., summer expo, Alaska Host training, webinars, etc.), leveraging the efforts of other businesses and organizations when appropriate.
- Oversee Visitor Information Center functions for brand consistency and service excellence.
- Create and maintain visitor center and partner associated materials including partner forms, brochures and online partner information.
- Support the creation and maintenance of partner account records as requested for billing and account reconciliation.
- Maintain visitor information metrics including contacts and visitor center counts.
- Assist Communications Specialist with Partner e-newsletters and other outreach materials.
- Attend local events, meetings and workshops to stay informed on the Sitka tourism industry and to network with other organizations.
- Enter visitor requests and direct mail-out, in-house and local distribution of collateral materials and tracking this distribution.
- Any other duties as assigned by the Director of Visit Sitka in support of Visit Sitka and the Sitka Chamber.

## REQUIREMENTS

- Associates degree from accredited college/university or two years of equivalent and progressively responsible experience.
- Strong organizational, time management, analytical and priority placement skills.
- Flexibility. Holiday, weekend and some after-hours time required.
- Great verbal and written communications skills; good interpersonal and problem solving working with a diverse customer and volunteer group.
- Must be a self-starter, detail orientated, reliable and maintain a professional demeanor.
- Able to function both independently and in a team environment with excellent customer service.
- Comfortable with multiple, simultaneous priorities and a fast-paced work environment.
- Proficient with Microsoft Office Suite and high level of comfort with digital communication.
- Ability to lift and carry at least 35 lbs and ability to sit or stand for extended periods of time.
- Working knowledge of Alaska tourism industry; with interest to learn quickly about Sitka, Alaska visitor sector and businesses.
- Flexible schedule to regularly include some evening, holiday and weekend work.
- Valid driver's license.

*This job description is not intended to be all-inclusive. Employee may perform other related duties as directed to meet the ongoing needs of the organization.*

## CONTACT INFORMATION

Submit Resume, Two Professional References and Cover Letter to:

Rachel Roy, Executive Director  
Greater Sitka Chamber of Commerce  
104 Lake St., Sitka, AK 99835  
Or [director@sitkachamber.com](mailto:director@sitkachamber.com)

For more information contact the Sitka Chamber office at (907) 747-8604 or 104 Lake St., Sitka, AK.

Position is open until filled.

Updated April 2019