



City of Crystal River
Job Description for :

**Three Sisters Springs
Visitor Experience Specialist**

Exempt: No
Salary Range: \$10.50/Hour Part-time
Shift: 5 days with rotating weekends up to 30 hours/week
Reports To: Three Sisters Springs Coordinator

Job Summary: Highly responsible attendant to act as point of contact with eco-tourists and residents within Crystal River, FL. Specialists provide specific and general information on the phone and in person with or without direct supervision. Interact professionally with other employees, customers and local community members. Specialists will also facilitate ticket sale operations for Three Sisters Springs both at the front gates of the property and at the Three Sisters Springs Center offsite. Assists Visitor Experience Coordinator with staffing and work load during peak tourist times.

Essential Duties:

This position is responsible for acting as an information center for the assigned location, completing ticket sales and other projects as necessary to ensure high quality visitor experiences.

- Ticket sales will be completed both online and in person and include credit card and cash transactions.
- Responsible for handling money, making correct change and closing drawers accurately.
- Provides information regarding Three Sisters Property, its history, West Indian Manatees, Florida wildlife, local ecotourism opportunities and general information regarding the Crystal River area.
- Greets visitors, ascertains nature of business and promotes City events, amenities and activities to the general public.
- Assists the Three Sisters Spring Coordinator in fulfilling day to day staffing and management needs for the Center and the booth at the front gate of the Three Sisters Springs Refuge. During the summer seasons, Specialists will primarily be working out of the booth onsite which is open 7 days a week, and the Center will be staffed on weekends. During manatee season both the booth and the Center will be staffed 7 days a week.
- Receive and resolve visitor complaints and issues as required.
- Collaborates often with other Waterfronts & Community Services employees.
- Performs public relations functions with the public, coordinate's activities with Three Sisters Spring Team Leaders, officials, personnel and visitors.
- Composes and types routine correspondence independently.
- Files correspondence and other records.
- Performs related work as required as other duties may be assigned.

Supervisory Responsibilities:

N/A

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

High School Diploma or general education degree (GED) desired; and three (3) years related experience and/or training, supplemented by additional college level training in tourism, marketing, administrative, secretarial, or hotel/hospitality or equivalent combination of education and experience.

Skills and Abilities:

Ability to read, analyze, and interpret visitor questions.

Ability to effectively present information and respond to questions from visitors, City employees, department heads, and the general public.

Must be customer service oriented with a positive and cheerful attitude.

Must be able to work independently with minimum supervision.

Demonstrable skills with operating Microsoft Office social media updates.

Proficient in use of booking/reservation software and services (i.e. PayPal).

Valid Florida Driver's License and a good driving record.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Work Environment:

Ability to work outdoors under varying temperature or inclement weather conditions. During the summer seasons Specialists will primarily be working out of the booth onsite at the front gates of the Three Sisters Springs Refuge.

Working in all weather conditions to include cold, rain and heat.

Noise levels are moderate.

Constant interruptions.

Incumbents work in all weather conditions, around moving vehicular and boat traffic and occasionally deal with irritated members of the public.

Physical Demands:

Position requires extended periods of sitting, standing, walking on level and slippery surfaces, reaching, twisting and turning while entering/exiting a motor vehicle or on foot within the City limits. Employee may be required to lift objects weighing up to 25 pounds. The position requires near, far, and color vision.