



City of Crystal River
Job Description for :

**Three Sister Springs-
Visitor Experience Specialist**

Exempt: No
Salary Range: \$10.50/Hour Part Time
Shift: Part time work 5 days (some weekends) a week for a total of 30- 40 hours
Reports To: Visitor Experience Coordinator

Job Summary: Highly responsible customer experience specialist to act as point of contact with ecotourism customers within Crystal River, FL. Provides accurate information to callers and in person. Responsible for assisting ecotourism customers with provide a unique world class tourist experience within Crystal River, FL. Schedules Three Sisters Tours via phone, email, online, and in person. Assists Visitor Experience Coordinator with staffing and work load during peak tourist times.

Duties and Responsibilities: The duties described below are indicative of what the Visitor Experience Coordinator might be asked to perform. Other duties may be assigned.

Essential Functions:

- Acts of Visitor Experience Specialist for Three Sisters Spring both at Visitors Center and On-site.
- Responsible for selling tour tickets to visitors. Sales will include phone, in person, and online.
- Responsible for handling money, making correct change and closing drawers accurately.
- Acts as a primary customer point of contact for ecotourism customers.
- Provides information regarding West Indian Manatees, ecotourism opportunities within Crystal River and Citrus County.
- Assists the Three Sisters Spring Team Lead in fulfilling day to day staffing and management needs for the visitor's center and onsite. Coordinates with Support Staff to ensure staffing needs are met through season.
- Will act as information officer to visitors regarding Three Sisters Property, its history, West Indian Manatees, Florida wildlife, local ecotourism opportunities and general information regarding the Crystal River area.
- Assist with customer loading and unloading of tour trolleys.
- Provide direction to visitors on locations of facilities, boardwalk, parking, and local businesses.
- 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.
- Answers telephone and gives information to callers or routes calls to appropriate official and places outgoing calls.
- Greets visitors, ascertains nature of business, and conducts visitors to location.
- Performs related work as required.
- May provide Team Lead Role as needed through tourist season.
- Provide and conduct customer satisfaction surveys.
- Composes and types routine correspondence independently.
- Files correspondence and other records.
- Answers telephone and gives information to callers or routes calls to appropriate official and places outgoing calls.
- Greets visitors, ascertains nature of business, and conducts visitors to location.

- Performs related work as required.
- Provide and conduct customer satisfaction surveys.

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.

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.

Language Skills:

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.

Mathematical Skills:

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

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

Other Skills and Abilities:

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

Demonstrable skills with operating Microsoft Office software.

Proficient in administering Facebook, Twitter, and print social media updates.

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

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