

VISITOR INFORMATION SPECIALIST  
Position Description

Provide visitor and tourist information services via distribution of brochures and other tourist literature. Offer general assistance to the visitors in the information center.

1. Assist visitors in an informed and professional manner in handling all questions and requests as fully as possible.
2. Maintain as accurate a count as possible of visitors by encouraging visitors to sign the guest log which assists with tourism traffic statistics compilation.
3. Acquire knowledge of points of interest, coupled with the ability to draw, diagram, write down or map out simple, understandable directions.
4. Using good listening skills, be able to communicate verbally and satisfactorily so as to impart information in a clear, simple and thorough manner.
5. Daily review of newspapers, periodicals, calendars of events, and other resources to ensure up-to-date knowledge of current events and happenings in the local area.
6. Re-stock literature on display racks in an orderly fashion.
7. Understand how to operate sales, office and media equipment as needed.
8. Possess ability to be a “team player” with an enthusiastic positive attitude.
9. Have a professional well-groomed appearance.
10. Have a full knowledge of the area, events, state’s attractions and services or know where this information is available. Familiarize yourself with the center library.
11. Be acquainted with our services offered (mailing postcards, etc).
12. Be familiar with names and positions of center staff and other key people who are available for assistance.
13. Have a good working knowledge of what is available in the retail gift sections and how to complete sales transactions.

*DESERT MOUNTAIN VISITOR CENTER*

**DESERT MOUNTAIN VISITOR CENTER**  
Volunteer Application

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: Home: \_\_\_\_\_ Cell: \_\_\_\_\_

Email Address: \_\_\_\_\_ Birthdate: \_\_\_\_\_

I. Skills and Interests:

1. Current Occupation: \_\_\_\_\_

2. Hobbies/Interests/Skills which may help you in your volunteer work:

\_\_\_\_\_

\_\_\_\_\_

3. Do you have previous volunteer work experience? Yes/No

Where \_\_\_\_\_

Doing What \_\_\_\_\_

II. Preferences in volunteering:

1. Is there a particular type of volunteer work in which you are skilled or interested as time and projects come up?

Information Specialist  
Greeter  
Carpentry  
Electrical  
Mechanical  
Grounds Keeping

Display Design  
Photography  
Teaching  
Crafts  
Computer  
Retail Sales

Bookkeeping  
Clerical  
Writing  
Desktop Publishing  
Maintenance  
Retail Ordering

III. How did you hear about us? \_\_\_\_\_

IV. Person/s/ to notify in case of emergency:

Name/s/: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_