Job Description

Job Title:	Tourism Assistant	Classification:	Classified
Department:	Convention and Visitors Bureau	Grade:	130
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; performs routine administrative support and general office management duties for the Joplin Convention and Visitors Bureau.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Greets guests into the bureau; answers questions, encourages them to visit Joplin attractions and events, and provides good customer service. Ensures the reception area presents a professional image for walk-in visitors.
2. Navigates search engines efficiently in response to customer inquiries and requests.
3. Answers telephone; properly directs calls as necessary.
4. Manages inventory records and procurement processes for publications, brochures, promotional inventory for giveaways, and other items as needed.
5. Enters or uploads data in various internal systems or databases; performs data entry for budget purposes; tracks for duplicates and source records such as data entry of request received by email, voice, or information from LEADS.
6. Enters event data on external tourism websites such as Missouri Division of Tourism, as needed.
7. Conducts local tours when needed.
8. Schedules and directs the work of volunteers and interns, when needed.
9. Processes and mails visitor packets daily, assists with regular mail, and handles bound printed matter and bulk mailings. Distributes incoming mail on a daily basis.
10. Serves as a team member of the VisitJoplinMO experience.
11. Contributes effectively to the Convention and Visitors Bureau Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Assists Director with correspondence and other administrative projects as needed.
- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: General office management principles and practices, including records maintenance, budgeting, and computer systems applications; operating policies and procedures of the CVB; purchasing policies and guidelines of the City; Microsoft Office Suite.

Skill in: Communicating verbally and in written form with the public, community organizations and tourism providers, departmental staff, and other City employees as required; reading and interpreting policies and procedures; preparing a variety of reports, records, and correspondences; maintaining filing and recordkeeping systems; operating a variety of office equipment such as typewriters, copiers, calculators, fax machine, telephone, computer, and computer software application as required; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Two years full-time administrative support work, office management, or bookkeeping experience required. Two years of full-time experience in the tourism or hospitality field is preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position and job title
Revision details: City-wide job description revision and updates; job title change from Senior Clerk/Tourism Administration.	