

**CLASS TITLE: Assistant Tourism Coordinator – Part Time**

**DEFINITION:**

Under the direction of the Tourism Coordinator, this position assists with the day-to-day Visitor Center operations which includes, but is not limited to scheduling events, greeting visitors, and courteously providing basic information and/or materials to visitors about the Visitor Center, Town of Denton, and Caroline County specifically on news, events and activities, and local and other Maryland attractions, accommodations, recreational facilities, services, and destinations. The Assistant Tourism Coordinator must be energetic, goal-oriented, focused on customer service, and willing to work weekends. Performance is evaluated periodically based on previously, mutually agreed upon goals and objectives.

**EXAMPLES OF WORK:** (Examples are illustrative only).

Assist travelers and callers with tourism information, directions, accommodations.

Keep records of the numbers of visitors and the area they are coming from and traveling to.

Assists with the schedule and rentals of the Wharves of Choptank Visitor and Heritage Center which entails showing the Visitor Center, informing renters/guests of the building use policy, rules, pricing, collecting pertinent information such as number of guests attending, seating arrangements, and caterer information. Serves as backup in coordinating and maintaining the Rental Calendar. Must keep the Town Administrative Office informed of event requests, cancellations, etc.

Assists and supports activities held at the Visitor Center, and any other special projects assigned by the Tourism Coordinator.

Must demonstrate dependability; is responsible for opening and closing the Visitor Center during normal hours and for some of the events held after hours, ensuring that all doors are locked properly at closing. Must follow up within 24 hours all inquiries for services at the Visitor Center. Must be able to work in a courteous and polite manner with the public, supervisors, and co-workers.

Ensures that requests for action, issues, and/or information is relayed to the Tourism Coordinator and/or appropriate staff in a timely manner.

Performs other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to operate a computer proficiently and utilize Microsoft Office products.

Knowledge of Denton & Caroline County area.

Ability to work independently, communicate clearly both in written and oral form.

**ESSENTIAL FUNCTIONS:** Must be able to: see regular type size print (corrective lenses are acceptable); hear the normally spoken word at 12 feet (hearing devices are acceptable); smell; speak clearly and concisely in order to communicate with visitors and staff; lift, push, pull and carry 20 pounds; sit for periods in excess of one hour; bend to pick up or work on an item; grasp items; read, understand; solve moderately difficult problems; write a concise statement of a problem and its recommended solution.

**MINIMUM EDUCATION AND/OR CERTIFICATES:**

Graduation from a recognized high school – or possess a GED; with six months of experience in clerical work with public contact. Strong oral and written communication skills.

**REQUIRED LICENSES AND/OR CERTIFICATES:** None

**DESIRABLE ADDITIONAL QUALIFICATIONS:** None

**CONDITIONS OF EMPLOYMENT:**

- Substance Abuse: Must pass a pre-employment urinalysis test for designated controlled dangerous substances.
- Must pass a Criminal Background Check.
- Must comply with the terms of the Town of Denton Personnel Rules and Regulations, including the Substance Abuse Policy while employed.

*September 2024 KLM/SWG*