



# NATCHEZ CONVENTION PROMOTION COMMISSION (NCPC)

Natchez, MS

## Job Announcement for Contract Visitor Services Ambassador @ the Depot

The Natchez Convention Promotion Commission/Visit Natchez (NCPC) is seeking applications for the position of Visitor Services Ambassador. Interested candidates should submit resumes to the NCPC via email to [visitnatchezjobs@gmail.com](mailto:visitnatchezjobs@gmail.com) or via mail to Visit Natchez, c/o Human Resources, 500 Main Street, Suite 1, Natchez, MS 39120.

**APPLICATION DEADLINE:** Open until filled.

**PRINCIPAL PURPOSE OF JOB:** This position is designed to be a key leader of the Visit Natchez Welcome Center. The purpose of the job is to effectively promote Natchez tourism attractions, events and venues through helping visitors maximize their time in our city. Predominately, this position will serve in the Visitor Center, answering questions, providing information about visiting Natchez and handing out promotional materials. Periodically, the position may be required to work at a remote site in Natchez to effectively provide: resources during festivals or events. The position will initially work between the hours of Tuesday – Saturday (8:30am – 5pm) and Sunday (10:30am – 3pm) but may be subject to change. Other requirements include, but are not limited to, organizing, stocking, rotating, inventory and updating information. This individual will also assist the Executive Director and staff.

**SCOPE OF RESPONSIBILITY:** The scope of responsibility is to work with Visit Natchez as a vital and contributing member of the team responsible for effectively communicating and promoting all aspects of Natchez with visitors, residents and community partners.

### ESSENTIAL JOB FUNCTIONS:

**Duties include but are not limited to:**

- Serve as the Natchez expert for visitors
- Keeps a pulse on the Natchez tourism industry. Keeps track of openings, closures, business changes, and conducts partner outreach. Communicates updates to Executive Director.
- Greet and assist visitors, answer phones, answer website Live Chat
- Direct opening and closing procedures
- Monitor inventory and maintain brochure & merchandise stock
- Assist with office printing, making copies, filing, note-taking, light cleaning, etc.
- Oversee mail, shipping, and receiving of products and supplies
- Manage inventory & Organization
- Monitors business listings on [visitnatchez.org](http://visitnatchez.org), the Visitor Guide as well as other organization materials and ensures all information is up-to-date and accurate
- Provides four-star and welcoming hospitality services to visitors, groups, events and community members,
- Provides feedback to Executive Director on ways to improve the visitor experience
- Other work as directed by Executive Director

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### **QUALIFICATIONS:**

#### **Experience:**

- At least two years of customer service experience
- Excellent written and oral communications skills
- Computer literate and possesses general knowledge of office equipment
- Ability to work independently
- Ability to work nights and weekends in excess of normal working hours
- Ability to exercise judgement, initiative, tact and diplomacy in a wide variety of public situations
- Ability to work in a fast paced environment with changing priorities and deadlines

#### **Knowledge, Skills, and Abilities:**

- Excellent verbal and written communication skills; ability to communicate verbally in an effective manner and to give and follow oral and written instructions
- Knowledgeable of local community with an emphasis on positive experiences from a variety of businesses
- Demonstrated ability to work directly with public and individuals from diverse backgrounds
- Ability to work in individual and group settings
- Ability to initiate and complete projects and assignments in a timely manner
- Knowledge of hospitality and tourism industry

#### **Physical Requirements:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the 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 is frequently required to stand and communicate. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools or controls, and reach with hands and arms.
- Candidates must be able to focus in an open workspace.
- The employee must occasionally lift and/or move objects and materials up to 45 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Ability to give and receive information through speaking and listening skills.
- Corrective devices may be used to meet physical requirements.

#### **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.
- The noise level in the work environment is usually moderate.

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### **SELECTION GUIDELINES:**

- The NCPC reserves the right to revise or change job duties as need arises.
- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- The duties listed above are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **PREFERENCE WILL BE GIVEN TO APPLICANTS WITH ANY OR ALL OF THE FOLLOWING:**

- Experience in tourism, hospitality industry and/or experience in marketing and/or public relations.
- Experience in destination marketing for historic locations.

### **COMPENSATION**

- The position pays \$11.00 per hour

### **MISCELLANEOUS**

- The Depot hours will be Tuesday – Saturday, 8:30am-5pm, Sunday, 10:30am-3pm. Given the nature of the tourism industry, some evening and weekday work may be required.

### **CONFIDENTIALITY**

- This position requires access to marketing and sales data, financial statements, and other tourism-related information, all of which is considered confidential and employment agreement will require signing confidentiality agreement

### **CREATIVE MATERIALS**

- Any and all creative material produced and elements created by the selected candidate for the NCPC and Visit Natchez during his/her employment will become the property of the NCPC as will all materials, film, negatives, art, code, etc. as well as campaign treatments developed but not utilized. The NCPC acknowledges certain legal constraints, and as such, requires universal releases for materials unless cost considerations, such as model releases, music, photographs, etc. become prohibitive.

**The Natchez Convention Promotion Commission is an equal opportunity employer to all qualified persons without regard to race, color, age, sex, religion, national origin or any other basis prohibited by law.**