



JOB DESCRIPTION

General Description:

The purpose of this class within the organization is to provide customer service to travelers, tourists, visitors, new residents, residents, or other individuals visiting or calling the Visitor Center, as well as promote the community to encourage people to visit Americus.

Duties and Responsibilities:

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Perform customer service functions; greets visitors and ascertains nature of visit; provide visitors with directions to various destinations; and conduct tours.
- Answer the telephone; provides information, guidance and assistance; takes and relays messages or directs calls to appropriate personnel; returns calls as necessary.
- Provide assistance and information related to the city, county and the state, such as local restaurants, lodging, attractions, sites, history, parks, recreation facilities, education, quality of life, and other issues.
- May be responsible for assisting city staff, related organizations or working independently to plan for special events, trade shows, conferences, conventions, or workshops.
- Maintains supply of current pamphlets, brochures and maps; refills depleted supplies as needed; removes outdated materials for disposal.
- Performs related work as assigned.

Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent; Requires three months experience in records keeping, customer service or closely related experience; Required qualifications may be any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves sustained keyboard operations.

Unavoidable Hazards (Work Environment):

None.

This Class Description does not constitute an employment agreement between the city of Americus and an employee and is subject to change by the city as its needs change.



City of Americus, GA

Title: Visitor Center Attendant
Class Code: 2310



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Special Certifications and Licenses:

None.

Americans with Disabilities Act Compliance

The city of Americus is an Equal Opportunity Employer. ADA requires the city of Americus to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

By signing below, I confirm that I have read the above job description and understand the requirements, duties and responsibilities of the position.

Employee: _____ Date: _____

Manager: _____ Date: _____

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