

Position Opportunity:	<b>Destination Experience Specialist</b>
Part-time and Hourly:	Monday – Saturday, approximately 20-25 hours weekly
Reporting Structure:	Destination Experience Manager
Compensation:	Hourly \$14.00; Exempt Position

### Visit Quad Cities Snapshot

Founded in 1990, Visit Quad Cities is the official Destination Management and Marketing Organization (DMMO) for the region. We are a 501(c)(6) non-profit company and operate affiliates including the Quad Cities Sports Commission, and Friends of the Quad Cities. We have a full-time staff and a Board of Directors which guides the organization to fulfill its vision and mission as a community-based organization. Visit Quad Cities is a growth engine for the Quad Cities area attracting visitors through brand marketing and promotion, event and meeting recruitment and works alongside its stakeholders to make the Quad Cities a premier destination for visitors. We focus on economic development through tourism and enhancing the region's quality of life and quality of place. Our values are centered by People, Partnerships and Personality. The Quad Cities is a dynamic regional destination, comprised of a family of communities centrally located on the world-renowned Mississippi River in Eastern Iowa and Northwestern Illinois. The region has a population of nearly 500,000 and is experiencing economic development growth. Visit us online at [www.visitquadcities.com](http://www.visitquadcities.com) to learn more.

### Position Purpose and Accountability Description

- Responsible for providing exceptional customer service to visitors and Quad Citizens to deliver a positive in-destination experience for visitors and Quad Citizens.
- Duties to include:
  - Responsible for participating and completing the Quad Cities Tourism Ambassador (QCTA) program and maintain certification throughout employment.
  - Assist visitors and area residents with destination questions on-site.
  - Support Visit Quad Cities River Cruise customer-service efforts for cruise line guests.
  - In-bound phone inquiries and direct questions accordingly.
  - Coordinate bike rentals, brochure displays, souvenir/apparel sales.
  - Maintain clean/organized visitor center.
  - Limited data entry within Visit Quad Cities destination management software (DMS).
  - Responsible for opening and closing process on the Destination Center(s) cash register(s), as necessary.
  - Assist with visitor services fulfillment and other experience-centric projects, as needed.
  - Coordinate office in-bound and out-bound mail and deliveries, including destination experience guides.
  - Assist with Visit Quad Cities' events, as needed to provide customer service.
  - Responsible for office needs including managing inventory, materials, office supplies, and product ordering, as needed.
  - Other duties as assigned by staff.



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### Experience and Background Required

- Knowledge and/or unwavering willingness to learn the Quad Cities region to help promote the regional destination.
- Hospitality and/or interest in customer-centric, highly visible organizations.
- Solid communication skills, both verbal and written.
- Great problem-solving skills.
- Ability to stay current on Quad Cities events, hotels, restaurants, etc.
- Proficiency with tablets, PC's and software such as: Word and Excel.
- Strong organizational skills with the ability to manage multiple projects.
- Comfort and experience with websites, digital and social media.
- Ability to lift to 35 lbs., a valid driver's license, and insurance.

If interested in this position and opportunity, please send your cover letter and resume to [info@visitquadcities.com](mailto:info@visitquadcities.com).