



Position Opportunity: **Experience Specialist**
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 Marketing Organization (DMO) for the region. We are a 501(c)(6) non-profit company and operate affiliates including Sports QC Powered By Visit Quad Cities and Quad Cities Destination, Inc. 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. Our values are centered by People, Partnerships and Personality.

Visit Quad Cities is certified through the Destination Marketing Accreditation Program (DMAP). This globally recognized program holds Visit Quad Cities accountable to the highest industry standards and monitors VQC’s policies, business practices, and operating principles. Securing the seal and this accreditation means that we deliver on the promise we make to our stakeholders to operate transparently, effectively, and to standard. Visit Quad Cities is also the official State of Illinois certified Convention & Visitors Bureau covering the Rock Island County, IL service area as defined by the Illinois Office of Tourism.

The Quad Cities is a dynamic multi-community region which is centrally located within a six-hour drive of 37 million people. The region has a population of more than 470,000 and is experiencing economic development growth. Visit us online at 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 (CTA) 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.

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.



Physical Requirements

- Valid driver's license with proof of insurance.
- Ability to walk or stand for long periods.
- Ability to work outside and in multiple weather conditions.
- Office: ability to lift to 20 lbs., as available.
- Events: ability to lift to 40 lbs., as available.

Equal Opportunity Employer

Visit Quad Cities is an equal opportunity employer and believes in equal opportunity for all employees and applicants. Accordingly, all employment decisions are based on the principles of equal opportunity. These decisions include recruitment, selection, promotion, transfer, discipline, compensation, benefits, training and other personnel actions involving persons in all job titles and shall occur without regard to race, color, religion, sex, age, national origin, disability, genetic information, military status, creed, ancestry, sexual orientation, marital status, citizenship status, order of protection status, homelessness, gender identity, arrest record, victim of domestic violence, common conditions related to pregnancy or childbirth or any other characteristic protected by law.

If interested in this position and opportunity, please send your cover letter and resume to info@visitquadcities.com.