



POSITION DESCRIPTION \$ JOB POSTING

Delray Beach Visitor Information Center **Delray Beach Visitor Information Center Coordinator**

The MISSION of the Organization....

The Downtown Development Authority (DDA) is an innovative, hands-on, taxing authority that is responsible for the health and well-being of the historic, resort-like Downtown. The Delray Beach DDA is a model of credibility, professionalism and productivity generating valued outcomes aligned with the mission. The Mission of the DDA is to stimulate, enhance and sustain the economic vitality of downtown Delray Beach and the quality of life enjoyed by locals and visitors.

SUMMARY

Delray Beach Visitor Information Center Visitor Services Coordinator is the intermediary between volunteers, DDA Operations and industry partners. They must be a *year-round resident* and make a strong commitment to the program. Coordinator must be friendly, flexible team players who possess the ability to interact with people in a positive and courteous manner. They must be capable of assessing situations and taking appropriate actions to address issues with volunteer staff and the center operation. They need to have administrative skills to oversee volunteer communication, scheduling and project management.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- o Oversee the operation of the Delray Beach Visitor Information Center (7 days/9-5pm)
- o Enlist volunteers for the Visitor Center and other volunteer opportunities within the organization
- o Responsible for training and managing the volunteers, scheduling and filling in the shifts where needed
- o Developing relationships with downtown hotel concierges and front desk staff by keeping them abreast of events and providing printed collateral to distribute to guests
- o Participate with the Discover the Palm Beaches as needed with tours, meetings, etc
- o Attend as the DDA rep for The Palm Beach Concierge Association meetings and events
- o Develop policy and procedures for the VIC
- o Coordinate and fulfill the collateral
- o Track the visitor traffic to the center and monthly/yearly reporting
- o Attend all DDA Staff, Board and community meetings where needed
- o Assess the needs of the visitors by monitoring request of the visitors
- o Communicate with DDA team, public, volunteers, Discover The Palm Beaches, and industry partners.
- o Ensuring continued relationships with all downtown businesses and restaurants to collect updated information on days and hours of operations
- o Address Volunteer guidelines/issues: to include but not limited to attendance, shift schedules, discipline, uniforms, new hire applications, etc.
- o Assist the DDA in implementing and coordinating partner programs and special projects, as needed.
- o Maintain excellent working relationship with staff members, volunteers and industry partners.
- o Perform other duties as assigned.



QUALIFICATIONS, EDUCATION, EXPERIENCE

- **Knowledge:**
Strong experience and knowledge of customer service and business practices specifically in the hospitality industry, hotel concierge and event management
Strong experience with tourism industry and management and volunteer management
Office 365 and Outlook email format

- **Skills & Abilities:**
This position involves interaction with the DDA staff, management of volunteers of a mature audience, interaction of the business community, tourism partners and the general public on a regular basis. The work requires excellent customer service skills, written and oral communication skills; ability to use computers and general office equipment, ability to access various resources to respond to volunteer inquiries. Required to have a professional appearance and be highly organized.

QUALIFICATIONS, EDUCATION, EXPERIENCE

To Apply: To apply for this position, please email a cover letter and resume addressed to lsimon@downtowndelraybeach.com or send hard copy by mail to: Delray Beach Downtown Development Authority; 350 SE 1st Street, Delray Beach, FL 33483

The Delray Beach Downtown Development Authority is an Equal Opportunity Employer