



## **JOB POSTING**

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

#### **SUMMARY**

The Delray Beach Visitor Information Center Coordinator oversees all Downtown Delray volunteers and the Delray Beach Visitor Information Center. The coordinator is the intermediary between volunteers, the Delray Beach Downtown Development Authority operations, Downtown Delray businesses and partners. The coordinator must be a *year-round resident* with strong customer service, administrative, organizational, and management skills. Coordinator must be a friendly, flexible team player who possesses the ability to interact with people in a positive and courteous manner. The coordinator will oversee all volunteer communication, scheduling and project management.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Oversee the operation of the Delray Beach Visitor Information Center (7 days/9am - 5pm)
- Enlist volunteers for the Visitor Information Center and DDA events in Downtown Delray
- Train and manage the volunteers, handle scheduling and filling in the shifts where needed
- Developing relationships with downtown hotel concierges and front desk staff by keeping them abreast of events and providing printed collateral to distribute to guests
- Participate with Discover the Palm Beaches and other tourism agencies with tours, meetings, etc
- Attend as the DDA rep for The Palm Beach Concierge Association meetings and events
- Develop policies and procedures for the Visitor Information Center
- Coordinate and organize the marketing collateral at the Visitor Information Center
- Distribute DDA marketing materials to Downtown Hotels and other businesses
- Check in with Downtown businesses
- Track visitor traffic to the center with monthly/yearly reporting
- Attend DDA Staff, Board and merchant meetings
- Assess the needs of visitors by monitoring requests of visitors
- Communicate with DDA team, public, volunteers, tourism agencies, and industry partners.
- Collect updated information and collateral from Downtown businesses
- Address Volunteer guidelines/issues: to include but not limited to attendance, shift schedules, discipline, uniforms, new hire applications, etc.
- Assist the DDA in implementing and coordinating partner programs and special projects
- Maintain excellent working relationships with staff members, volunteers and industry partners.
- Perform other duties as assigned.



## **EDUCATION, EXPERIENCE, SKILLS:**

- **Education:**  
College bachelor's or associate degree preferred. High School diploma required.
- **Experience:**  
Strong experience and knowledge of customer service and business practices specifically in the tourism industry, hospitality industry, hotel concierge and/or event management. Strong experience with volunteer management. Proficient in Outlook email. Comfortable with basic technology such as scheduling platforms, navigating websites, using an iPad and other computer technology.
- **Skills:**  
This position involves interaction with the DDA staff, management of volunteers of a mature audience, interaction of the business community, tourism partners and the 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.

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

## **MISSION of the DDA:**

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.

*The Delray Beach Downtown Development Authority is an Equal Opportunity Employer*