



Part Time Seasonal Summer Job: Visitor Information Ambassador

Employer: Visit Tri-Valley (VTV) / Tri-Valley Convention & Visitors Bureau

5075 Hopyard Rd., Suite #240

Pleasanton, CA 94588

susan@visitrivalley.com

925-417-6664

Visitor Information Travel Ambassador

Part Time / 10-15 hours per weekend; flexible hours

Compensation: **\$18.50 per hour**

June 10 – Labor Day (flexible end dates)

Friday/Saturday/Sundays (some holiday Mondays), 6 hr. shift max., flexible hours

(optimum time includes between 12pm-5pm daily)

Non-exempt; in-person only (non-remote)

Location: [San Francisco Premium Outlets](#), Livermore, CA

Purpose:

Support Visit Tri-Valley's role of destination marketing by providing compelling and helpful information to visitors and residents thereby contributing to VTV's marketing goals.

Position Description:

Be our 'travel ambassador' encouraging shoppers to explore all that Livermore, Pleasanton, Dublin and Danville have to offer! Provide a positive front-line engagement with visitors at San Francisco Premium Outlets (SFPO) outdoor *Visitor Information Kiosk* for on-site 'what-to-do, where-to-go, and where-to-stay' local travel advice. Conduct electronic surveys of visitor perceptions, provide verbal business referrals, create a welcoming brand awareness for the Tri-Valley cities and give general information as requested. Equal Opportunity Employer. Can be one or two-person position. Branded Visit Tri-Valley shirt and hat provided.

Responsibilities & Duties:

- Engage with visitors at SFPO to complete questionnaire for free gift (research study)
- Make verbal recommendations and communicate reasons to stay longer and repeat their visit (calendar of events, attractions, hotels, more shopping, downtowns, etc.)

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- Hand out visitor guides, maps, trail fliers, etc. to promote extended visitation to the Tri-Valley businesses (might sell branded products – cashier/Square experience a plus)
- Get visitors to access www.visittrivalley.com website (drive traffic to website)
- Keep record of engagements and actively collect visitor contact information to be used in marketing efforts (document daily tracking numbers with head count, collateral taken, surveys, e-newsletter sign-ups, etc.)
- Communicate results with VTV marketing and administration as team-player
- Keep kiosk clean, neat, well-stocked, attractive and safe (follow covid19 protocols)
- Be active welcoming ‘travel ambassador’ for visitors and residents new to the Tri-Valley as a representative of Visit Tri-Valley

Abilities:

- Knowledge of Tri-Valley region a must (Livermore, Pleasanton, Dublin, Danville) to make first-hand referrals and recommendations (training/handouts provided)
- Ability to work unsupervised
- Must be fluent in English (other languages a bonus)
- Able to follow/give directions via a map with basic geography knowledge
- Excellent outgoing friendly personality, enthusiastic and positive customer service and communication skills – must like people, pets, children of all ages and abilities
- Proficient on the internet, iPad, Smartphone
- Use website searches and social media platforms to assist customers
- Has good detail-oriented, organizational habits (product display, storage, reporting)
- Ability to follow directions, self-managed, responsible, on-time, nimble thinker, and able to work in a fast-paced, high-trafficked outdoor environment (shade provided)
- Candidate is respectful and able to work well with people of diverse backgrounds and cultures – we are an ALL-Welcoming organization
- Can lift up to 25 lbs. of collateral; can stand for long periods of time while engaging customers, able to sit at a bar-height chair/barstool at kiosk information desk
- Responsible for own transportation to and from SFPO job site in Livermore
- Must be able to work weekends and some holidays as available and needed (Juneteenth, Father’s Day, July 4th, Labor Day for example)

Please contact Susan Bolt, Office Manager, at the contact information above to be considered for this position. Resume’s are accepted via email or in person, 9-5pm, Monday-Friday. This position is anticipated to begin no later than June 10th, 2022. Welcome to the VTV Team!

