



Ridgeland Tourism Commission

Position for Recruitment

Open Recruitment April 18, 2024, until Placement

JOB TITLE: Visitor Center/ Ridgeland Bikeshare Associates

CLASSIFICATION: Part-Time/ Job-Share Position for One or Two (2) Associates
(\$13.00-15.00) per hour DOE
Non-exempt

BENEFITS: None

HOURS: Saturdays 10:00 AM – 5:00 PM April 1 -November 1 Annually with adjustments as needed
Excluding: July 4, Thanksgiving Day, Christmas Day and New Year’s Day or other exclusions designated by President/CEO

REPORTS TO: Visitor Center Manager

SUMMARY: Responsible for giving superior customer service by providing information about Ridgeland to visitors in person, on the phone or through written correspondence.

Assist visitors with the Bike Share program, software app registration, and supervision of the operation from the Visitors Center on Saturdays.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Greet guests, offer assistance and provide suggested routing and activities for the area.
- Responds to inquiries and the needs of walk-in-visitors, telephone & website requests.
- Inspect bikes upon arrival and maintain bike helmet cleanliness.
- Understand and operate Koloni Fleet software and assist with visitor’s app registration.

- Use all available resources in assisting guests, computer, phone, Omni Kiosk, brochures, etc.
- Hand out informational materials such as brochures and maps.
- Assist in making lodging reservations and provide information on Ridgeland lodging and the RTC website, training provided.
- Keep records of daily visitors and update databases related to records. Keep a tally of all requests for shopping center information only.
- Document and relate negative guest relations immediately for quick resolution with manager.
- Maintain neat and clean appearance of visitor center, boardroom and kitchen.
- Maintain a positive, energetic attitude.
- Assist with brochure inventory and maintaining storage of brochures, make notes for Visitor Center Manager regarding shortages.
- Be familiar with the Ridgeland Tourism inventory including accommodations, retail, restaurants, attractions, events, exhibits, seasonal venues, and related tourist services that are available. Visitor Guides and training provided.

QUALIFICATION REQUIREMENTS

- Customer Service: 1 year directly related experience.
- Customer Focus – Excellent communication skills.
- Resourcefulness – Takes initiative to learn and work independently.
- Excellent communication skills with the ability to effectively present information and respond to questions from the general public.
- Must be able to efficiently operate Koloni Bike Share Software, (training provided), phone system, postage equipment, copier, computer and Microsoft Word and Excel software.
- Must be able to learn new software programs as needed.

The Ridgeland Tourism Commission and the President/CEO reserve the right to modify all job descriptions based upon the needs of the Commission. Please submit resume to Chris Chapman, President/CEO at chris@exploreridgeland.com.

