



Position: Visitor Experience Coordinator

Summary

Responsible for providing administrative support and serving as Experience Champaign-Urbana's receptionist with the goal to improve the quality of life in our community and enhance economic growth through increased destination management efforts.

Supervision

Visitor Experience Coordinator reports directly to the Director of Administration.

Qualifications

- Excellent verbal and written communication skills.
- Knowledge of a multi-line phone system.
- Knowledge of computer programs, email, and Internet.
- Positive "can do" team attitude.
- Knowledge of the greater Champaign County area.

Essential Functions

- Greets guests with a positive attitude in a warm, friendly manner and oversees the Experience Champaign-Urbana Welcome Center, including customer service assistance with walk-ins, phone, web, and mail inquiries.
- Maintaining a reliable schedule.
- Sort incoming and outgoing mail including checking the exterior mailbox.
- Coordinates visitor inquiries either via phone or walk-ins.
- Track walk-ins, phone calls, and guide requests for LTCB Grant
- Assist with tracking requests for materials via our online system for both phone inquiries and Tourist Information Center locations.
- Assist in the tracking of office supplies as needed.
- Assist with administrative support for daily operations including front desk reception, scheduling conference room, calendar planning, etc.
- Assist in servicing events, conventions, and/or meetings with welcome packages, promotional items, information, etc. and opportunity to provide on-site event assistance at community welcome booths.
- Participates in University of Illinois Resource Fairs, Orientations, etc., as needed.
- Updating the iDSS system with upcoming events, such as meetings, conferences, sports and major special events that could increase local businesses traffic.
- Maintain the Experience Champaign-Urbana events calendar so it is always up to date.
- Updating the exterior portable sign with upcoming events.

- Researching incoming events as well as reaching out to planners to offer servicing assistance.
- Responding to online inquiries and coordinating the distribution of servicing materials.
- Maintains hotel availability spreadsheet for Christie Clinic Illinois Marathon, or as needed.
- Coordinate Experience Guide distribution to departments throughout the University and arrange staff delivery.
- Send Experience Guides as requested online.
- Update and cross-reference all listings every spring in preparation for new Experience Guide or as directed by supervisor.
- Processes cash and card transactions made in the ECU retail store and oversee the cash box.
- Maintains and tracks Chambana Proud inventory, as well as all inventory in retail area from local makers, artists, etc. and keeps the front area organized.
- Serves as point of communication for vendors selling in Chambana Proud store.
- Assist 40 North with various tasks and projects (up to 10 hours per week).
- Maintain internal and external good working relationships.
- Performs other duties as assigned.

Psychological Considerations

- Must be able to interact in a positive manner with staff, board, and visitors who enters the ECU Welcome Center, on the phone, or electronically.
- Must be able to organize and multi-task a variety of projects.
- Must be able to direct and resolve in a professional manner any problems that arise with visitors.
- Must be able to work independently with little supervision.

Physiological Considerations

- Must be able to endure rigorous schedules during peak programming seasons.
- Must be able to work in excess of 40 hours per week, if previously scheduled.
- Must be able to work some evenings and weekends.
- Must be able to lift supplies and equipment (approximately up to 50 pounds) when needed.

Environmental Considerations

- Ability to be exposed to all weather conditions including rain, wind, snow, and extreme temperatures.
- Ability to work in an “open space” environment.
- Must have a valid driver’s license and be able to operate a motor vehicle.
- Must have reliable transportation.
- Must be able to act safely and follow safety regulations at all times.