

HAINES BOROUGH  
POSITION DESCRIPTION

**VISITOR STAFF AIDE**

**DEFINITION:**

This is a part-time, seasonal position reporting to the Tourism Director and responsible for greeting and giving accurate and complete information to individuals visiting Haines. This job description reflects the Administration's assignment of essential duties and responsibilities. It does not prescribe or restrict the tasks that may be assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Greet visitors to Haines at the Visitor Center and the Port Chilkoot Dock.
2. Promote all of Haines' businesses and services accurately, without bias, and in a positive manner.
3. Be familiar with brochure inventory and its organization, and report needs and shortages to the Visitor Information Coordinator.
4. Answer telephones, respond to inquiries and take accurate, detailed messages.
5. Prepare printed materials for mailing.
6. Be available to work various shifts, including evenings, weekends, and holidays.
7. If working the final shift, conduct closing procedures (turn off heat, coffee machine, copier, computers, audio/visual equipment, and other electrical equipment; turn lights on/off, as required; and lock doors and windows.
8. Assist in various Visitor Center special projects and run errands, as required.
9. Help keep the Visitor Center clean and tidy.
10. Perform other duties, as assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

The requirements, demands and characteristics listed below are representative of the knowledge, skill and/or ability required to successfully perform the essential job functions. The Borough at its sole discretion shall decide if the applicant meets the requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

1. Knowledge of and familiarity with Haines businesses and services.
2. Ability to operate general office equipment (telephone, fax machine, photocopier, telephone answering machine, postage machine and hand-held radio).
3. Ability to speak clearly and communicate effectively with the public.
4. Ability to work with people in a courteous manner.

## **EMPLOYMENT QUALIFICATIONS**

1. High school diploma or equivalent.
2. Must possess a valid Alaska Driver's license or obtain one within thirty days of hire.
3. Neat, clean appearance.
4. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to fifty pounds.
5. Must have clear close, distance and color vision.
6. The noise level in the work environment is moderately quiet and often fast-paced.