

## Specification for Class of

## VISITOR SERVICES COORDINATOR

**Abolished Initially Effective January 13, 2006****Abolished Final Effective February 10, 2006**

Definition: Responsible for coordinating and promoting the visitor services activities for the Washington State Capitol and Campus. Activities include: Visitor Center operations, facilities use scheduling and coordination, Gift Shop operations, and point of contact for public information. Position will supervise the receptionist and interns, as well as volunteers performing visitor services activities.

Typical Work

Coordinates the public use of facilities on the Washington State Capitol Campus, including: the development, implementation and enforcement of policies and procedures for the use of facilities; promoting the use of facilities; responding to requests to use facilities; scheduling the use of facilities; supervising and monitoring the use of facilities; assisting users as required; coordinating facility use with the Legislature during session; and identify and report safety and maintenance concerns;

Coordinates, schedules and promotes performances, displays, and exhibits in the Legislative Building and on the Capitol Campus; and acts as a liaison in providing support for Centennial activities held on the Capitol Campus;

Supervises the day-to-day operations of the Washington State Capitol Campus Visitor Information Center, including: supervising Visitor Center staff; developing a comprehensive information network; monitoring and updating changes in information; collecting and distributing literature and materials; updating and improving campus and vicinity maps and guides; developing and maintaining resource library; developing and maintaining display and exhibit areas in the Visitor's Information Center; providing voter's registration services; developing cooperative relations with local and state Visitor Information Centers and Bureaus; providing an environment required to adequately respond to requests from visitors for information and referral; and developing training programs for Visitor Center staff;

Acts as liaison between Visitor Services, BFM and other agencies, the Legislature, Campus Security, local government, and the general public in matters relating to Visitor Services and campus relations;

Promotes the Washington State Capitol Campus as a tourist destination and educational experience, including developing and providing assistance in the development and implementation of a comprehensive, ongoing plan to market and promote the Capitol Campus; develops cooperative working relationship with local tourist organizations, Chamber of Commerce, Visitor and Convention Bureaus, local community service organizations, and the State of Washington's Division of Tourism; represents Visitor Services by attending conferences, making presentations, and serving on related boards and committees.

Organizes and conducts meetings, presentations, workshops, and materials promoting the services available through the Office of Visitor Services;

Assists with the development and distribution of educational materials, exhibits and displays appropriate to the Visitor Services Program;

Serves as a spokes person for the Office of Visitor Services and the Capitol Campus to news media and the general public;

Supervises the development, implementation and day-to-day operations of the State Capitol Visitor's Center Gift Shop;

Assists the manager of Visitor Services with other duties as required, coordinates campus relations activities with tour services staff, and provides support in all components of the Visitor Services Program;

Performs other work as required.

#### Knowledge and Abilities

Knowledge of: tourism programs; facility scheduling; staff supervision; local and State history; how State Government works; familiarity with Legislative procedures and Capitol Campus buildings and grounds.

Ability to: prepare program goals and objectives; supervise staff; establish and maintain cooperative relations with agency staff; communicate effectively to different size groups and a

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wide variety of people; be enthusiastic and have an inquiring mind; be willing to work flexible hours.

Minimum Qualifications

A Bachelor's degree in Business, Social Sciences, Communication, or other related fields.

AND

One year of experience managing a community/public relations program.

Additional qualifying experience may be substituted, year for year, for education.

New Class

Effective January 13, 1989