

## Travel Specialist

### About Santa Monica Travel & Tourism

Santa Monica Travel & Tourism works to strengthen our local economy by enhancing and promoting our community as a distinctive, compelling and welcoming travel destination. We are a collaborative team of 24 employees with a passion for Santa Monica and the travel industry. Governed by a board of 11 community individuals, we are a non-profit, non-member organization that serves as the official travel and promotion agency for the City of Santa Monica. For more information, please visit [www.santamonica.com](http://www.santamonica.com).

### Position Overview

Santa Monica Travel & Tourism (SMTT) seeks a Travel Specialist at the rate of \$17.64 per hour. Please indicate if you are seeking full or part time employment. The role of this position is to provide outstanding customer service, administrative support and Santa Monica knowledge to customers in Santa Monica and those potentially interested in visiting Santa Monica. Duties include accurately representing SMTT products and services from all industry sectors and encouraging visitors to extend their stay in our destination.

### Responsibilities

- Act as a customer service representative for Santa Monica by proactively greeting visitors and graciously providing information about Santa Monica.
- Broad knowledge of Santa Monica and the surrounding Los Angeles area a must.
- Support SMTT team members with high level administrative projects and tasks.
- Foster stewardship and inspire support by answering questions in-person, via email, text and telephone as inquiries vary.
- Responsible for location and storefront opening and closing tasks.
- Collateral distribution, via door-to-door, of SMTT official notices and publications.
- Proactively maintain a high standard of location sanitation and cleanliness as required by city and or county guidelines.
- Daily organization, displaying and restocking of retail merchandise.
- Conducting monthly inventory at various locations managed by SMTT.
- Daily Collateral and supply need assessment to be communicated.
- Duties include cash handling, credit card transactions, reconciliation of funds, use of a Point of Sale (POS) system both on site and remotely.
- Maintains a cohesive and positive working relationship with all other SMTT personnel.
- Serve as a representative of SMTT at local events and festivals as needed.

### Requirements

- Provide consistent outstanding customer service.
- Must have strong verbal, written and oral communication skills.
- 2-3 years of retail and customer service experience in a fast-paced environment.
- Working knowledge of a POS system, Lightspeed preferred.
- Must possess a valid driver's licenses and vehicle insurance to operate SMTT mobile vehicle.
- Proven track record of technical and organizational skills.
- Administrative skills required - MAC operating system, Microsoft office programs – Word, Excel, PowerPoint, Survey based software and Database knowledge.

- A passion for Santa Monica and all it has to offer as a destination.
- Display confidentiality as related to internal policies and procedures.
- Work as a team player, with a positive, helpful and proactive attitude.
- Ability to effectively interact with visitors, stakeholders and colleagues, demonstrate and maintain a positive manner at all times.
- Be a proactive self-starter who is able to work autonomously.
- Fluency in a language in addition to English is beneficial.
- Willingness to work 7 days a week including evenings, weekends and holidays, as we operate 365 days a year.
- This position is exposed to the elements during your workday and may require walking to restroom facilities not available at your immediate location.
- Requires walking and standing for long periods of time, up to 8 hours a day while onsite and distributing collateral.
- This position requires reaching and bending while cleaning and stocking.
- This position requires the ability to lift up to 25 lbs.
- Must be at least twenty-one (21) years of age and have a clean driving record.
- No relocation reimbursement will be provided.
- This is an at-will position. As an at-will employer, either SMTT or the employee may terminate the employment relationship at any time, for any reason, with or without good cause or advance notice.
- Physical demands and the work environment described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to engage staff with disabilities to perform essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk and reach with arms and hands. Must be able to lift 25 lbs. and perform repetitive motions 50% of the time.

*All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, sex, marital status, age, sexual orientation, disability or condition of having AIDS, in accordance with requirements of local, state, and federal law.*

### **How to Apply**

To apply please email your cover letter, resume and salary requirements to [employment@santamonica.com](mailto:employment@santamonica.com) with the subject line **TRVSPC2021**.

You will not be considered for employment if you fail to follow the application instructions. We do not accept phone calls, walk-ins or emails.