

WE'RE HIRING

PART-TIME TRAVEL SPECIALIST

Visitor Services team • Santa Monica Travel & Tourism

PAY

\$24.00 / hour

SCHEDULE

Part-time — weekends, evenings & holidays

ABOUT THE ROLE

Travel Specialists serve as ambassadors for Santa Monica, providing exceptional customer service and helping visitors make the most of their time in our destination. This position combines visitor assistance, destination knowledge, retail operations, administrative support, and on-the-ground representation of Santa Monica Travel & Tourism. The ideal candidate is friendly, resourceful, dependable, detail-oriented, and genuinely enthusiastic about Santa Monica and the greater Los Angeles area.

KEY RESPONSIBILITIES

- Proactively greet visitors and provide friendly, accurate information about Santa Monica, local attractions, restaurants, hotels, transportation, events, and the greater Los Angeles area.
- Represent SMTT products, services, partners, and visitor offerings across all tourism industry sectors.
- Encourage visitors to explore more of Santa Monica and extend their stay in the destination.
- Respond to visitor inquiries in person and via telephone, email, and text.
- Open and close visitor-serving locations according to established procedures.
- Support SMTT team members with administrative projects and special assignments.
- Maintain a clean, organized, welcoming, and professional visitor environment.
- Organize, display, restock, and maintain retail merchandise.
- Conduct monthly inventory at SMTT-managed locations.
- Monitor collateral, merchandise, and supply levels and communicate replenishment needs.
- Process cash and credit card transactions using a Point of Sale (POS) system and accurately reconcile funds.
- Assist with the distribution of SMTT notices, publications, and collateral throughout Santa Monica.
- Represent SMTT at community events, festivals, and special events as needed.
- Maintain positive, professional, and collaborative relationships with SMTT colleagues, partners, and visitors.

QUALIFICATIONS

- Minimum of 2–3 years of retail, hospitality, tourism, or customer service experience in a fast-paced environment.
- Strong knowledge of Santa Monica and the greater Los Angeles area.
- Excellent written and verbal communication skills.
- Strong attention to detail with the ability to work efficiently and manage multiple priorities.
- A genuine passion for Santa Monica and enthusiasm for sharing the destination with visitors.
- Experience with a Point-of-Sale system; Lightspeed experience preferred.
- Strong customer service instincts and a collaborative, team-oriented approach.
- Ability to work in a fast-paced, public-facing, and sometimes non-traditional work environment.
- Flexible availability. SMTT's visitor services operate 365 days a year, including weekends, evenings, and holidays.
- Fluency in a language other than English is preferred.
- Working knowledge of Microsoft Office, Mac computers, and database systems.
- Must be at least 21 years of age and possess a valid driver's license, vehicle insurance, and a clean driving record.

WHAT WE VALUE

INTEGRITY & TRUST

Thoughtful, dependable, and honest — you earn the trust of colleagues and visitors.

POSITIVE & SOLUTIONS-ORIENTED

Curiosity and optimism, a can-do attitude, and genuine kindness in your work.

HOSPITALITY

Every interaction shapes a visitor's impression — you create a welcoming experience.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

This position may involve working outdoors and exposure to the elements; restroom facilities may not always be immediately adjacent to the assigned work location. Employees may frequently be required to stand, sit, walk, reach, and use their hands and arms, and must be able to lift up to 50 pounds and perform repetitive motions for portions of the workday. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

ABOUT SANTA MONICA TRAVEL & TOURISM

Santa Monica Travel & Tourism, Inc. is a nonprofit organization governed by an 11-member Board of Directors and serves as the official destination marketing organization for the City of Santa Monica. Our mission is to promote Santa Monica as a premier travel destination, strengthen the local visitor economy, and encourage visitors to stay longer and experience more of what Santa Monica has to offer.

SMTT operates four visitor-serving resources: Visitor Information Kiosk at Palisades Park, Visitor Information Center at the Santa Monica Pier, Visitor Information Center on Main Street, and info tables at community events.

Learn more at santamonica.com.

How to Apply

Interested candidates should submit a resume and brief cover letter introducing themselves and explaining their interest in the position to:

employment@santamonica.com

Santa Monica Travel & Tourism evaluates qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, age, sexual orientation, gender identity, or any other characteristic protected by applicable law.