

Tillamook County Transportation District
JOB DESCRIPTION
Adopted October 24, 2019

Job Title: Visitor's Center Customer Service
Supervised by: Operations Superintendent
Status: Full Time Non-Exempt Employee
Pay Range: \$30,576 to \$35,755 Annually
\$14.70 to \$17.19 Hourly

POSITION SUMMARY

The Visitor's Center Customer Service position is responsible for creating a friendly experience for all visitors to the District's Transit Visitor's Center, many of whom will be traveling by bus to see the Oregon coast. The Visitor's Center Customer Service staff will greet and assist visitors at the Transit Visitor's Center, provide recommendations for their stay, offer transportation advice, and develop new ideas for how the District can better engage with the general public. The Visitor's Center Customer Service staff may occasionally drive small shuttles and vans. This position does not require a Commercial Driver's License.

ESSENTIAL FUNCTIONS*

- Create a friendly, accessible, and fun environment in the Transit Visitor's Center by providing outstanding customer service.
- Gain a thorough understanding of the District's transportation services and how they relate to Oregon coast tourism offerings. Answer visitor inquiries and provide helpful suggestions.
- Ensure tourism pamphlets and other marketing materials are stocked at all times.
- Maintain tidy appearance of Transit Visitor's Center.
- Drive the Tillamook Creamery shuttle as needed.
- Drive non CDL passenger van as needed.
- De-escalate confrontational or stressful situations by exercising good judgment, professionalism, and empathy.

ADDITIONAL DUTIES & RESPONSIBILITIES

- Assist visitors with their bags as they board and exit District buses.
- Provide feedback from visitors to Operations Superintendent in a timely manner.
- Develop new ideas for ways the District may better engage with visitors and the general public.

REQUIRED EDUCATION, KNOWLEDGE, SKILLS, AND EXPERIENCE

- Valid Oregon driver's license and driving record acceptable to the District's insurer.
- Must have excellent verbal and non-verbal communication skills.
- Able to maintain a friendly, personable, and professional demeanor at all times. This position will have constant contact with the public and frequent interactions with District staff.
- Able to implement empathy, tact, and problem-solving skills to resolve visitor issues.

PHYSICAL REQUIREMENTS AND WORK CONDITIONS

- Work is performed on primarily on weekends in the District's Transit Visitor's Center. Occasional weekday, holiday, and evening work may also be required.
- Occasional driving in and around Tillamook county.

- Mild and infrequent physical exertion including, but not limited to, lifting (visitor bags, marketing materials); reaching, bending, pushing, pulling, and carrying as necessary to maintain tidiness of Transit Visitor’s Center; and climbing in and out of the Creamery shuttle and/or passenger vans.
- Work entails some exposure to cold, heat, and varied weather conditions.

** Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position. Please see the TCTD Personnel Policies & Employee Handbook, Policy 2(C) for additional information.*