

**Open to the Public  
May 15, 2018**

**Travel Consultant**

**Primary Function**

This position is responsible for greeting and helping visitors from around the world. Employees in this position must possess effective interpersonal skills, a superior knowledge of Lancaster City and County and ability to project affinity and rapport with the multicultural world.

**Education, Training and Experience**

- Graduation from High School or completion of a GED is required and one (1) year experience working face to face with customers.

**Licenses and Certificates**

- Possession of a valid Pennsylvania State Driver's License is required.

**Comments**

- Because of the essential nature of the Visitors Center to promote Lancaster City, other position classifications may be assigned to perform some of all the tasks in this job description.
- Second language (multilingualism) desirable.
- Works variable hours.
- Requires ability to work in the evenings, weekends and holidays as instructed.
- Requires ability to work long hours.

***Applications will be accepted until 5:00 PM on Tuesday, May 29, 2018.***

**Salary: \$15.18/hour; 19 hours or less per week**

The City Job Application and full job description are available at [www.cityoflanasterpa.com/joblistings](http://www.cityoflanasterpa.com/joblistings).

**The City of Lancaster is an Equal Opportunity Employer**

# City of Lancaster Job Description



Job Title: **Travel Consultant**  
Department: **Lancaster Office of Promotion (LOOP)**  
Job Grade: **1002 – Non-Bargaining**  
Reports To: **LOOP Director**

Job Code: **2275**  
FLSA: **Non-Exempt**  
Effective Date: **2/1/2015**  
Revision Dates: **7/2017**

## **Primary Function**

This position is responsible for greeting and helping visitors from around the world. Employees in this position must possess effective interpersonal skills, a superior knowledge of Lancaster City and County and ability to project affinity and rapport with the multicultural world.

## **Principle Duties & Responsibilities**

- Follows safe practices in the performance of duties.
- Provides concierge services to visitors to Lancaster and serve as brand ambassadors for the “City of Lancaster, a city authentic.”
- Makes reservations on behalf of Visitors as needed.
- Makes reservations for patrons, such as, for dinner, spa treatments, or golf tee times, and obtains tickets to special events.
- Provides information about local features, such as shopping, dining, nightlife, or recreational destinations.
- Makes travel arrangements for sightseeing or other tours.
- Receives, stores, or delivers mail.
- Carries out unusual requests, such as searching for hard-to-find items or arranging for exotic services, such as hot-air balloon rides.
- Provides directions to guests.
- Arranges for interpreters or translators when patrons require such services.
- Plans special events, parties, or meetings, which may include booking musicians or celebrities.
- Converses with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.
- Computes cost of travel and accommodations
- Books transportation and hotel reservations, using computer terminal or telephone.
- Plans, describes, arranges, and sells itinerary tour packages and promotional travel incentives offered by various travel carriers.
- Provides customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations.
- Prints or requests transportation carrier tickets, using computer printer system or system link to travel carrier. Maintains clean and orderly work area with proper inventories of brochures, information and supplies.
- Assists in stocking merchandise and printed information for visitors.
- Provides information about local features, such as arts/culture, shopping, dining and nightlife
- Provides customers with brochures and publications containing travel information such as points of interest, directions and transportation information.
- Develops itineraries for guests to the City and County of Lancaster
- Uses internet and new technology in setting travel itineraries
- Makes reservations on behalf of visitors as needed
- Collects payment for merchandise sold in the Visitor Center

## **Position Qualifications**

### **Knowledge, Skills and Abilities**

- Knowledge of safe practices working with the public.
- Knowledgeable about area attractions, transportation, dining, hotels, and arts and culture for Visitor needs.
- Knowledgeable in the use of the internet to locate information, schedules and other items of interest for Visitors.
- Knowledgeable in merchandise sales and willingness to use modern point of sale systems.
- Knowledge of computer hardware and software.

# City of Lancaster Job Description



Job Title: **Travel Consultant**

Department: **Lancaster Office of Promotion (LOOP)**

Job Grade: **1002 – Non-Bargaining**

Reports To: **LOOP Director**

Job Code: **2275**

FLSA: **Non-Exempt**

Effective Date: **2/1/2015**

Revision Dates: **7/2017**

- Thorough knowledge of Lancaster City and County.
- Skill in talking to others to convey information effectively.
- Skill in being aware of others' reactions and understanding why they react as they do.
- Skill in looking for ways to help people.
- Skill in using arithmetic
- Proven skill in computer software—such as, Outlook, Word and researching on the net.
- Ability to quickly learn new software.
- Ability to learn and utilize new technology to assist visitors in setting travel itineraries.
- Ability to tell when something is wrong, likely to go wrong, or recognizing there is a problem
- Ability to apply general rules to specific problems.
- Ability to read and understand information and ideas presented in writing.
- Ability to project friendly outgoing personality that reflect natural enthusiasm for helping visitors.
- Ability to work a flexible schedule including weekends and some holidays.
- Proven ability to read, write, speak and comprehend English is required.
- Proven ability to work as part of a team and to collaborate successfully with others is required.
- Proven ability to adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Proven ability to exhibit customer-centered behaviors and to focus on customer needs is required.
- Proven ability to commit to excellence in service and to continuous improvement is required.

## **Education, Training and Experience**

- Graduation from High School or completion of a GED is required and one (1) year experience working face to face with customers.

## **Licenses and Certificates**

- Possession of a valid Pennsylvania State Driver's License is required.

## **Environmental Conditions**

- Work primarily indoor.
- Some field work required—exposed to inclement weather and extreme temperature, including long periods of standing outdoors without heat and/or air-conditioning.
- Exposure to noise and pollution.

## **Safety Equipment Used or Needed**

- None

## **Comments**

- Because of the essential nature of the Visitors Center to promote Lancaster City, other position classifications may be assigned to perform some of all the tasks in this job description.
- Second language (multilingualism) desirable.
- Works variable hours.
- Requires ability to work in the evenings, weekends and holidays as instructed.
- Requires ability to work long hours.
- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

# City of Lancaster Job Description



Job Title: **Travel Consultant**  
Department: **Lancaster Office of Promotion (LOOP)**  
Job Grade: **1002 – Non-Bargaining**  
Reports To: **LOOP Director**

Job Code: **2275**  
FLSA: **Non-Exempt**  
Effective Date: **2/1/2015**  
Revision Dates: **7/2017**