



POSITION DATA

JOB TITLE: Visitor Services Associate
DEPARTMENT: Visitor Services
REPORTS TO: Visitor Services Manager
DATE: January 2017
STATUS: PT, Non Exempt

ORGANIZATION

Alamo Complex Management (“ACM”) is a 501(c)3 non-profit organization that is the official partner of the Texas General Land Office to manage the Alamo complex and tell the story of the Cradle of Texas Liberty to millions of visitors each year. It is a sister organization of the Alamo Endowment and the Remember the Alamo Foundation. The ACM staff mission is to create an unforgettable experience for visitors that teaches the Alamo’s 300-year history and honors those who paid the ultimate price in defense of the Alamo and the legacy of their heroism. ACM employs and manages the staff that administer the daily operating functions and visitor experience at this newly-recognized World Heritage Site. The ACM staff is led by a Chief Operations Officer and includes departments that focus on Curation, Conservation, Education & History, Facilities, Finance, HR, IT, Marketing, Security, Visitor Services, and Retail Contractors.

POSITION SCOPE

The Visitor Services Associate (VSA) is responsible for facilitating daily Visitor Services at the Alamo Complex and ensuring the visitor experience is consistently outstanding. VSAs are tasked with engaging with the public in order to provide an educational, safe and memorable experience at the Alamo. VSAs are also tasked with running the daily, frontline operations in a smooth and efficient manner per the instruction of the Visitor Services Supervisors.

DUTIES, RESPONSIBILITIES & ESSENTIAL FUNCTIONS

- Greets & welcomes visitors upon their arrival and helps orient them to the Alamo by letting them know the wide range of programming and activities available.
- Assists visitors with way finding around the Alamo.
- Provides information and monitors conduct of visitors and adherence to site rules at assigned posts.
- Accurately answer visitor questions regarding a wide variety of topics including general Alamo/Texas history questions, directional questions and questions about tourism & other attractions in the San Antonio area by utilizing information received during training.
- Assists visitors with queue forming for entry into the Church and other Museum spaces.
- Monitors and controls visitor flow into Museum spaces at entry and exit points. Reports any issues with visitor flow to Supervisors.
- Responds to visitor concerns and complaints by utilizing information received during training. Reports any concerns to Supervisors in a timely & efficient manner.
- Sells Audio Tours & Guided Tours to visitors, coordinates will call pick up of online purchases & organizes guided tours.
- Facilitates showing of orientation film regularly as well as assisting visitors with queue forming and seating in theater.

Job Description
Visitor Services Associate

- Provides professional, efficient, and approachable support and excellent customer service to visitors and staff alike.
- Liaises with contracted staff (Photogenic & Event Network) to ensure smooth visitor operations and a good visitor experience.
- Assists with special events that take place at the Alamo throughout the year.
- Performs any other duties as may reasonably be required.

REQUIRED QUALIFICATIONS

- Must have excellent customer service skills.
- Must be a confident public speaker able to work with groups of all ages and backgrounds.
- Must be able to interact with various personality traits and continue to maintain a professional demeanor with both staff & visitors alike.
- Must be responsible, flexible, punctual and able to work well under pressure.
- Must possess a positive attitude.
- Proficiency in cash handling preferred.
- Must be able to work any shift including weekends, nights and holidays; and/or work extended hours if required.
- Must be willing to work outdoors in adverse weather conditions including rain, extreme cold and extreme heat or humidity.
- Satisfactory completion of background check and post-offer drug and alcohol testing.
- High School Diploma or GED required.
- A minimum of two years customer service experience required, experience in Visitor Services at cultural institutions or in the tourism industry preferred.

LANGUAGE SKILLS & EMPLOYMENT AUTHORIZATION

- Must be able to speak, read, and write English
- Additional fluency in other languages is beneficial
- Must be able to provide documents establishing identity and eligibility to work in the United States.

GENERAL INFORMATION

- This is a PT position paid an hourly rate.
 - Work hours are 24 hours per week on average, comprised of either 6 or 8 hour shifts, including any weekends and holidays that fall on your scheduled days. The schedule is subject to change. This position will be required to cover a variety of shifts, including opening (8:30-5:30), midday (9:30-6:30) & closing (11:30-8:30).
 - We offer a competitive salary.
 - Please visit our web site at www.thealamo.org
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Job Description
Visitor Services Associate

HOW TO APPLY

- Please submit a resume and cover letter to jobs@thealamo.org.
- Include job title in the email subject field
- Please indicate the location where job posting was seen.

Alamo Complex Management is committed to workforce diversity. EEO

