



Job Summary

Job Title Tourism Service Specialist I (part-time)	Department Tourism	Reports to Tourism Service Manager (direct) Director of Tourism (indirect)	Pay Grade 6
Starting Pay Rate \$35,256 annual salary \$16.95 per hour	FLSA Status Non-exempt	Supervisory Duties None	Work Environment Indoors/Outdoors

GENERAL DESCRIPTION

The Tourism Service Specialist is a part-time employee that works at the Iberville Visitors Center and/or Plaquemine Locks Historic Site, servicing in-person and/or virtual inquiries regarding Iberville Parish attractions, lodging, dining, and amenities; thereby enhancing tourism.

Under general supervision, the Director of Tourism, the Tourism Service Specialist performs public-facing and administrative work within the tourism department. This includes welcoming and assisting guests, providing accurate information about the center's programs and services, processing admissions and membership transactions, and supporting the day-to-day operations of the center. The Specialist ensures a positive and engaging experience for all visitors while promoting the center's mission and maintaining a professional and organized environment.

The role requires the ability to exercise independent judgment, professionalism, and exceptional customer service in a variety of situations. This position requires flexible scheduling, including some weekends, evenings, and occasional holidays, as well as light travel within the region for outreach or community engagement events. The position involves a combination of visitor engagement, clerical duties, and organizational support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides one-on-one travel counseling to navigate visitors to and through Iberville Parish and the region. Utilizes printed collateral and online tools to generate information, maps, and itineraries for travel assistance. Maintains an extensive knowledge of Iberville sites, attractions, and activities to best service the visitor and industry. Job duties include, but are not limited to:

Visitor Services & Guest Relations:

- Greet and assist all guests in a courteous, friendly, and professional manner.
- Provide accurate and timely information about local attractions, government services,



historical landmarks, and community programs.

- Suggest points of interest and offer directive and descriptive information to enhance visitor experiences.
- Consistently respond to visitor needs with professionalism and hospitality, including offering refreshments and assistance.
- Answer inquiries by phone, email, mail, and social media (if applicable), ensuring a timely and helpful response.

Information Distribution & Tour Coordination:

- Distribute brochures, maps, and other informational materials to assist with trip planning.
- Monitor inventory of printed materials; restock and order supplies as needed.
- Assist in scheduling and conducting guided tours, presentations, or public events.
- Compile and mail travel packages upon request.

Facility & Environment Maintenance:

- Maintain a well-organized, clean, and visually appealing visitor center.
- Perform daily housekeeping duties, including sweeping, mopping, dusting, and cleaning restrooms.
- Create seasonal displays and assist with special exhibits or outreach campaigns to promote tourism.

Community & Government Engagement:

- Build and maintain positive relationships with local businesses, attractions, and community organizations to support tourism efforts.
- Coordinate with other government departments to stay informed on new programs and public initiatives.

Administrative Support:

- Track and report visitor statistics, feedback, praise, and complaints to management for strategic improvements.
- Prepare and maintain accurate staff timesheets and ensure proper recordkeeping.
- Perform general administrative tasks including data entry, filing, and maintaining organized records.
- Manage brochure distribution and ordering, and maintain communication with vendors.

Technology & Digital Communication:

- Utilize computer systems and online platforms (websites, social media, databases) to access and share visitor information.



- Manage inquiries through digital channels to provide relevant and up-to-date information.

MINIMUM QUALIFICATIONS

High school diploma or GED required; 1 year of continuous employment in customer and/or visitor services. Associate's degree in Communications, Tourism, or a related field preferred. Prior experience in customer service, tourism, or public information is highly desirable.

KNOWLEDGE, SKILLS & ABILITIES:

- Strong knowledge of local history, geography, and government services, particularly those relevant to Iberville Parish.
- Proficient in using standard office equipment and computer software, including Microsoft Office and point-of-sale (POS) systems.
- Comfortable with public speaking and giving presentations, when needed.
- Exceptional customer service skills, with the ability to assist and guide visitors in a helpful and courteous manner.
- Friendly, approachable, and professional demeanor when interacting with guests.
- Maintains a neat and professional appearance suitable for representing the visitor center and local government.
- Excellent verbal and written communication skills.
- Ability to navigate and use computers effectively, including accessing visitor databases and using the internet for research and assistance.
- Willingness to promote Iberville Parish businesses and attractions in an unbiased and professional manner.
- Commitment to continuously learning about the unique character, culture, landmarks, and amenities of Iberville Parish.

OTHER DUTIES AS ASSIGNED

Employees may be assigned additional responsibilities or tasks as deemed necessary by management to meet the operational requirements of the organization.

ESSENTIAL WORKER STATEMENT

Certain positions within this classification may require incumbents to be on-call 24/7. These roles are designated as essential, and individuals may be required to report to work during emergency situations as necessary.



PHYSICAL DEMANDS

The position requires the ability to stand or walk for extended periods throughout the day. It involves frequent bending, reaching, and lifting of items such as boxes of brochures or supplies weighing up to 25 pounds. The role also includes performing routine cleaning tasks, such as sweeping, mopping, and sanitizing restrooms. On occasion, staff may be required to set up or break down displays and event materials, which can include carrying tables, signage, and decorations. Candidates must also be comfortable working both indoors and outdoors, particularly during community events or guided tours.

CERTIFICATIONS/LICENSES/REGISTRATIONS

Positions within this classification may require a valid Louisiana driver's license or a valid Louisiana Commercial Driver's License (CDL) Class A, B, or C with the necessary endorsements. If a license is required, it must be maintained for the duration of employment in this position.

ABOUT IBERVILLE PARISH

Iberville Parish Government is an administrative body responsible for governing Iberville Parish and serving the members of its community. The parish government oversees various aspects of local governance, including public services, safety, infrastructure, community services, and community development within the parish.

EEO STATEMENT

Iberville Parish Government is an Equal Opportunity Employer committed to providing equal employment opportunities to all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law. Hiring decisions are based solely on qualifications, merit, and business needs. If you require assistance during the application process due to a disability, please contact our office for reasonable accommodations.