



Job Description

Part-Time Visitor Center Information Specialist

Reports to: Visitor Center Manager

Location: Bend, Oregon | In-person

Position Classification: Part-time, Non-exempt

Direct Reports: None

Last Updated: March 2026

Position Summary: The Visitor Center Information Specialist is a front-line ambassador for Visit Bend, providing essential support to ensure a seamless and welcoming experience for all guests. Reporting to the Visitor Center Manager, this role combines high-quality customer service with operational support, acting as a primary point of contact for walk-in visitors, phone inquiries, and email communications. This position is ideal for a proactive individual with deep local knowledge of Bend's activities and lodging.

The Visitor Center Information Specialist will serve as an operational hub for the Visitor Center, assisting with everything from retail organization and brochure management to daily opening and closing tasks, all while maintaining a clean and inviting environment for our community and its visitors. Success in this role requires staying proactive and adaptable as visitor traffic fluctuates through the day and across seasons.

Key Responsibilities:

→ Guest Relations + Communication

- ◆ Provide exceptional customer service by welcoming visitors and responding to questions from walk-in guests and assisting with recommendations for local attractions, lodging, and activities. .
- ◆ Manage high-volume inquiries by answering phone calls and responding promptly to informational emails.
- ◆ Utilize internet search engines and social media platforms to provide accurate, up-to-date information on Bend activities.
- ◆ Provide attentive service during both high-volume and quiet periods; proactively assist with operational tasks when visitor traffic is low.

→ Visitor Center Operations

- ◆ Complete all daily opening and closing tasks to ensure the Visitor Center is prepared to welcome the public.
- ◆ Operate the cash register and handle money accurately for retail transactions.

- ◆ Fulfill brochure and mailing requests to support regional tourism outreach.
- ◆ Maintain the Visitor Center's professional appearance by performing light cleaning projects, restocking materials, and ensuring public areas and restrooms are tidy and well stocked with supplies..

→ **Programmatic + Inventory Support**

- ◆ Assist the Visitor Center Manager with monthly brochure inventory and backstock organization.
- ◆ Provide logistical support for various Visitor Center projects and assist with special projects or ad-hoc tasks as assigned.
- ◆ Review and submit website events for the Visit Bend event calendar to ensure all relevant visitor events are accurate and up to date.

Qualifications:

- **Knowledge:** Strong familiarity with Bend's tourism landscape, including local lodging, attractions, events, and outdoor recreation opportunities and activities.
- **Customer Service:** Demonstrated excellence in customer service and interpersonal communication, with experience in hospitality, tourism, retail, or other customer-facing roles.
- **Technical Skills:** Proficiency in G-Suite (Gmail, Docs, Sheets) and the ability to effectively use search engines and social media to research and share up-to-date local information.
- **Organization:** Acute attention to detail with the ability to remain organized and self-directed during a shift.
- **Logistics:** Access to reliable transportation and the ability to maintain a consistent and punctual schedule including weekends or seasonal peak periods as needed. .

Physical Requirements:

- Ability to stand or remain on one's feet for extended periods while assisting visitors and managing front desk activities.
- Ability to communicate clearly and effectively with visitors in person, over the phone, and through written and electronic communication.
- Ability to occasionally lift or move materials up to 25 pounds including boxes of brochures, retail merchandise, or shipment packages.
- Ability to perform light cleaning and organizational tasks such as restocking materials, arranging displays, and maintaining visitor center facilities.
- Ability to operate standard office equipment such as computers, phones, cash registers, and point-of-sale systems.

Work Environment:

- Work is performed primarily in a public-facing Visitor Center environment with frequent interaction with visitors, community members, and tourism partners.

- The Visitor Center environment may experience fluctuating visitor traffic throughout the day and across tourism seasons, requiring adaptability and proactive engagement.
- The role may require weekend, holiday, or seasonal scheduling to accommodate visitor and tourism demand.

#