



## Position Description

Position Title: Information Counselor Position Code:  
Department: Convention and Visitors Bureau  
Division: Visitors Center  
FLSA Status: Non-Exempt  
Revision History: 7/03/2012  
Emergency Status: Emergency Non-Essential

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Organization: City of South Padre Island – Welcome Center  
Address: 600 Padre Blvd, South Padre Island, TX 78597  
Work Location: Visitors Center  
Web Address: [www.sopadre.com](http://www.sopadre.com) and [www.MySPI.org](http://www.MySPI.org)

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### Leadership

Supervisor: Visitors Center Manager  
Direct Reports: None

### Position Purpose

Front desk duties include receiving telephone inquiries, counseling and assisting Island visitors. Responsible for getting all mail related correspondence to the post office on daily basis whether parcel, first class or bulk. Responsible for delivery and pick-up of daily mail to City Hall and Convention Centre.

### Essential Functions

- Greets walk-in visitors and provides accurate travel information and routing.
- Provides telephone service for travel information, daily weather conditions and complaints.
- Prepares routes for travelers and walk-in visitors.
- Answers mail requests for the South Padre Island area and surrounding areas.
- Records daily statistics on the numbers of people served.
- Performs routine clerical duties such as filing, sorting, processing mail and typing of correspondence.
- Operates a personal computer for information retrieval and data entry.
- Responsible for performing the opening and closing duties of the Visitors Bureau each day.
- Inventories and stocks literature for display and reorders promotional literature as needed.
- Assists in training part-time employees and volunteers.



- Assists in compiling statistical data.
- Receives and records telephone calls.
- Assists walk-in visitors with questions, directions, and written information.
- Makes copies of documents and other materials as needed.
- Responsible for handling, fulfilling, sorting and posting of parcel and first class mail due to inquiries.
- Deliver, pick up and distribute daily mail with the Visitors Center, City Hall and Convention Centre.
- Maintains and monitors postage machines for proper operation including cash accounts and bulk mail accounts at US Post Office.
- Assist other Convention and Visitor Center staff in all brochure/promotional material handling, receiving and shipping.

### **Secondary Function**

- Performs all other duties as assigned or required.

### **Capital and/or Fiscal Responsibility**

- Responsible for adhering to all City of South Padre Island Purchasing Policies while performing purchasing tasks.

### **Credentials (minimum preferred)**

#### **+ Knowledge/Skills/Abilities**

- Working knowledge of modern office practices.
- Knowledge of South Padre Island history, geography, surrounding areas, current events and activities.
- Ability to provide exceptional customer service.
- Ability to maintain positive working relationships with other employees, volunteers, and the general public.
- Ability to work independently to complete assigned tasks.
- Skill in the use of listed tools and equipment.
- Ability to communicate effectively in verbally and in writing.
- Ability to maintain professional telephone etiquette at all times.
- Working knowledge of post office procedures.

#### **+ Formal Education/Certification/Licenses**

- Graduation from high school or GED equivalent with specialized course work in general office practices.
- A valid state driver's license.



### **Prior Experience**

- One (1) year experience in a hospitality related position or any equivalent combination of related education and experience to be determined appropriate by the employer.

### **Language Requirements**

- Bilingual: Spanish and English preferred.

### **Tools and Equipment Used**

Personal computer to include word processing and spreadsheet software; calculator, telephone, copy, fax and postage machine; vehicle.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment changes depending on the scheduled work. Work environment is normally located inside an air-conditioned office although at times the employee will be required to be in outside conditions for periods of time frequently throughout the day where the employee may be exposed to extreme heat, cold, wet, windy or humid conditions. Employee is required to drive in a vehicle frequently throughout the day.

### **Selection Guidelines**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.



## **Acknowledgement**

*This position description does not constitute an employment agreement and is subject to change. This description is intended to indicate the types of outcomes, essential duties and levels of work difficulty required for this position. Other outcomes and/or responsibilities may be added, deleted or changed at anytime, and the discretion of Management, formally or informally, either verbally or in writing. I have read and understand the duties required of this position and further affirm that I am physically and mentally able to perform the duties as described.*

Employee (print name): \_\_\_\_\_

Employee (signature): \_\_\_\_\_

Date: \_\_\_\_\_

