



- 2101 Hall of Fame Way NW, Canton, OH 44708 | 800.552.6051 | www.VisitCanton.com
- 227 2nd St. NW Canton, OH 44702

Welcome Centers, Guest Service Specialist

This position aims to provide quality visitor information and service to visitors, event attendees, retail customers, and other guests at any Visit Canton Welcome Center. The basic functions and major activities which must be performed to carry out the purpose of the position include:

- Engage, answer questions, share recommendations and assist all visitors that contact or visit the Welcome Center at Hall of Fame Village
- Maintain retail and collateral displays, stocking, and inventory for the Welcome Center at Hall of Fame Village
- Answer incoming phone calls, assist with questions and requests, and/or direct to the appropriate Visit Canton team member for further assistance
- Assist with mailings and fulfillment of Visit Canton Travel Guides and visitor information requests
- Assist with directing and supervising guest service volunteers

Qualifications required to perform the duties of this position include:

- High School Diploma or equivalent
- Proficient in Microsoft Office and basic computer skills
- Customer service oriented with excellent written and verbal communication
- Retail or Front-line management experience preferred, but not required

Work Environment, Physical Requirements, Schedule, and Compensation:

- Retail environment, no cash sales
- Duties include product and brochure display set-up, stocking, and moving and shipping boxes up to 25 pounds
- Flexible shifts available, night and weekend availability required
- \$12 /Hour

Organization Overview:

The Stark County Convention & Visitors' Bureau, d.b.a. Visit Canton, is funded by a lodging tax administered through the Stark County Commissioners. The organization's mission is to promote travel to Stark County. Visit Canton facilitates operations that support a travel and tourism industry in Stark County that generates \$1.9 billion dollars in visitor spending. For more information visit www.VisitCanton.com.

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