



Man-Tra-Con Corporation is working with a local employer to fill the following position:

Job Title: Travel Counselor (EP-052924-01)

Location: Whittington, Illinois

Salary: \$17.00 per hour

Great Rivers Country Tourism is seeking candidates for Travel Counselor positions at their Tourism Information Centers (TIC) in Whittington. Travel counselors help the traveling public with directions; making reservations at hotels, motels, bed & breakfasts, and campgrounds; and finding the perfect attraction and/or restaurant to round out their trip. They are looking for employees who are passionate and knowledgeable about Illinois and all it has to offer, who also have great customer service and communication skills. Candidates must be willing to work a flexible schedule, Thursday through Monday. Benefits are available and include health, dental, vision, and life insurance.

Job Description

This position requires responsible public contact work in supplying information to the public at our tourist information centers.

The TIC Counselor is responsible for assisting the TIC Supervisor in the opening and operation of the center and acting on behalf of the TIC Supervisor in his/her absence. Work involves assisting tourists by answering, with exceptional tact and courtesy, questions concerning tourist attractions, including general, regional, and local history, and giving directions to points of interest. Work is performed with considerable independence, subject to review by the TIC Supervisor for effectiveness and adherence to established policies and procedures through conferences, observations, and reports. Duties include:

- Must be NCSTD nationally certified (achieve a score of 85% or better) by end of second year of employment.
- Provide travel assistance in a non-biased, courteous, and hospitable manner to all travelers who seek assistance.
- Provide travel assistance from in front of the counter, "on the floor," for a minimum of 2 hours per employee, per day. Duties include greeting visitors and assisting them at the brochure racks.
- Provide hotel, motel, and campground reservations.
- Maintain brochure racks.
- Distribute state guides and other approved tourism publications.
- Provide information about Illinois attractions, destinations, recreational facilities, restaurants, and accommodations to motorists/travelers so they will extend their stay in Illinois and increase travel-related revenue.
- Provide directions and routing information, including mileage.
- Assist the TIC Supervisor in keeping an accurate inventory of all tourism guides and brochures.
- Keep an accurate daily count of all visitors that either pick up material from the racks or that come to the counter to ask travel-related questions.

- Keep current on events, attractions, accommodations, and activities in the major destinations serviced by the TICs.
- Keep the TIC work area, including the office, desk, brochure racks, and brochure storage area, clean and orderly. This may include sweeping, dusting, cleaning the counter area, and any other cleaning duties assigned by the TIC Specialist, TIC Program Coordinator, or TIC Director.
- Know the location of the TIC Employee Handbook, brochure approval list and letters, emergency contact list, and the notebook of correspondence from GRC.
- Develop a resource network with local convention and visitors bureaus and tourism offices to provide extensive trip planning services on the most scenic and interesting routes to take for the travelers' destination as well as for the various special promotions that are held at the center.
- Represent Illinois at promotions, open houses, or other presentations as requested by the TIC Director.
- Perform other related duties as assigned by the TIC Director.
- Keep an accurate inventory of all state and GRC property and equipment. Report the theft or vandalization of state and GRC property to the TIC Director immediately. Provide the inventory listing to the TIC Director upon request.
- Attend mandatory TIC training, including the FAM Tour, fire extinguisher, and first aid training.

Required knowledge, skills, and abilities

- Knowledge of travel and tourist attractions within the state of Illinois.
- Knowledge in the use of maps, mileage charts, and other related materials.
- Knowledge of historical events and places of interest in the area.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to speak clearly and distinctly while giving information to the public.
- Ability to meet the public with poise and tact while answering their inquiries and furnishing information.
- Ability to lift and carry boxes (up to 50 lbs.) to a storage area. Some storage areas are on a different level than the brochure racks.

HOW TO APPLY

To apply, please pick up an application at the following locations:

Rend Lake North Tourist Information Center

80N I-57 Rest Area – Northbound
Whittington, Illinois 62897

Rend Lake South Tourist Information Center

78 S I-57 – Southbound
Whittington, Illinois 62897

For more information, call John at (309) 837-7460, ext. 28, or send a resume to:

jhaas@macomb.com

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