

Visitor Information Specialist

Mount Rushmore Society – Main Street location

Job Description:

This position will oversee the Visitor Information at the Society’s Main Street location, as well as handle administrative duties and retail cashier operations. As a small office, cross-training and flexibility of team members is critical.

Essential Functions:

- Maintain a working knowledge of public and private attractions and recreation areas, highways, transportation systems, events, weather conditions and accommodations in the Rapid City and Black Hills area.
- Assist all walk-in visitors and respond to visitor inquiries (phone, email, mail) promptly and informatively.
- Maintain and record visitor inquiries utilizing a computerized database and other record keeping mechanisms.
- Ensure publication inventory is maintained, brochures are well stocked in information racks, and outdated materials are disposed of.
- Cashier duties at Mount Rushmore Memories on Main Street and re-stocking and merchandising.

Other Functions:

- Answer main phone and greet guests.
- Order office supplies.
- Run errands, as needed.
- Light cleaning.
- Assist with event space as needed.
- Maintain inventory of items sold online.
- Other duties as requested.

The following knowledge and experiences are preferred:

- Basic computer skills required with Microsoft Outlook, Word, Excel, including researching the internet.
- Black Hills/Mount Rushmore knowledge
- Must be able to lift and carry up to 25 lbs.
- Ability to be flexible and organize/facilitate multiple tasks.
- Must have excellent grammar and communicate effectively in a courteous, professional manner.

Job Details

Job Location:	830 Main St, Rapid City
Hours/Week:	Up to 26 hours
Supervisor:	Director of Retail
Position:	Non-exempt, seasonal part-time, mid-May through September.
Licenses, Certificates, or Registrations:	Valid Driver’s License

