



JOB DESCRIPTION

Job Title: Visitor Services Representative (Weekend)

Reports to: Operations Manager

Classification: ☐ Exempt ☒ Non-exempt

Status: ☐ Full-time ☒ Part-time ☐ Temporary ☐ Seasonal

Hours/Schedule: 10:00 AM to 4:00 PM, Saturday and Sunday. Typically two weekends per month.

Date Updated: August 11, 2025

Our Mission

Visit Lodi is a 501c6 non-profit and the official destination marketing organization for the City of Lodi. Funded by local lodging partners, our mission is to drive tourism that fuels Lodi's economy by promoting the region as a premier travel destination. We connect visitors with Lodi's unique experiences—from award-winning wineries and vibrant downtown events to outdoor recreation and authentic hospitality—while supporting the businesses that make this community thrive.

Position Summary

The Weekend Visitor Services Representative delivers outstanding customer service by greeting and assisting visitors, providing accurate information, promoting local attractions, and ensuring an exceptional guest experience. This part-time role is dedicated to weekend coverage.

Essential Functions, Duties, and Responsibilities

- Greet visitors warmly, respond promptly to inquiries, foster engagement, and deliver exceptional customer service.
- Offer accurate, tailored recommendations aligned with visitors' preferences and interests; a strong knowledge of local wineries and wines is highly valued.
- Maintain an organized and well-stocked display of visitor information to support guests in exploring the area effectively.
- Ensure precise processing of retail transactions, including cash handling and reconciliation.
- Manage Visitor Guide requests and coordinate mailing processes efficiently.
- Support festivals, fairs, and community events by assisting with setup, registration, guest reception, and addressing questions.
- Keep visitor logs and databases current, while safeguarding all personal information in compliance with privacy standards.
- Collaborate closely with staff, volunteers, and local tourism partners to create memorable visitor experiences.
- Handle phone calls, respond to emails, maintain supply levels, and assist with general office duties as needed.
- Present a positive view of Visit Lodi to the community.
- Support all co-workers and treat them with dignity and respect.
- Support the team in reaching common goals.
- Be able to think and act quickly and efficiently in emergencies.
- Comply with all Visit Lodi policies and procedures, including but not limited to workplace safety, reporting work-related injuries, Infection Control, and preventing potential safety risks for staff, clients, and others.
- Punctual and regular attendance is an essential responsibility of each employee at Visit Lodi. Employees are expected to report to work as scheduled, on time, and prepared to start working. Employees are also

expected to remain at work for their entire work schedule. Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.

- Other duties as assigned. Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required for the employee. Duties, responsibilities, and activities may change at any time, with or without notice.

Education and Experience

Education – Possession of a high school diploma or GED.

Experience – Previous experience in customer service, hospitality, tourism, or a related field is advantageous.

Knowledge, Skills, and Abilities

- Excellent communication and interpersonal skills.
- Strong knowledge of the local area's attractions, landmarks, events, and amenities is highly desirable.
- Ability to handle cash/credit card transactions accurately and securely.
- Flexibility to work during public holidays as needed.
- Problem-solving skills and remaining calm and composed in fast-paced and challenging situations.
- A passion for tourism, local culture, and promoting the destination.
- Multilingual skills may be beneficial, depending on the visitor demographic.
- Ability to gracefully assist customers.
- Ability to interact and work effectively with co-workers, visitors, guests, volunteers, and others.
- Well-spoken and polished demeanor.
- Cultural sensitivity and demonstrated ability to work with diverse people groups.
- Attention to detail requires a high level of accuracy and attention.
- Time management and organizational skills: prioritizing tasks, meeting deadlines, and staying organized.
- Intermediate Proficiency with Microsoft 365 (Microsoft Word/Excel/Outlook).

Environmental Conditions

- Indoors in a typical office environment 100% of the time.
- Frequent computer use at the workstation for at least 2 hours or more daily.
- To meet deadlines or event days, responsibilities may require an adjusted work schedule, overtime, and evening/weekend hours.

Physical Demands

- Ability to walk, sit, stand, stoop, crouch, and climb stairs.
- Ability to move and lift up to 30 pounds up a flight of stairs and lift 50 pounds in weight.
- Visual Acuity (Far/Near).
- Regular and Consistent Attendance.

Compensation:

- \$19.00 – \$20.00 based on experience.
- Meaningful relationships with your co-workers and the community we serve.
- Family-oriented environment.

Changes: This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

ADA/FEHA: Visit Lodi will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EEO: Visit Lodi is an equal-opportunity employer. All aspects of employment, including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We celebrate diversity and are committed to creating an inclusive environment for all employees.

At-Will: I understand that employment with the company is considered "at-will." Neither the company nor I am committed to continuing the employment relationship for any specific term. Either the Company or I may terminate the employment relationship at any time, with or without cause and with or without notice.

Certification: By signing below, I acknowledge receipt of this job description. I have been allowed to ask and receive answers to any questions regarding the job description. I fully understand this job description. I understand that my employer may revise this job description at its sole discretion at any time. Furthermore, I also understand that my employer may assign additional job duties as needed.

I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position:

For an employee who is currently performing the job, please initial below:

☐ I have reviewed the job description for my position, and it accurately reflects at least 95% of the work I do daily.

☐ This job description should contain the following job responsibilities to be an accurate reflection of my daily or weekly job responsibilities:

Employee Signature

Date

Print Name

Supervisor Signature

Date