

SUPPLEMENTAL JOB DESCRIPTION

POSITION INFORMATION		
Job Title: 43-4050 Customer Service Representatives-1	Job Code: 43405001	
Working Title: Visitor Services Representative	Agency: BUS & ECON AFFAIRS DEPT	Agency Code: 22
Exempt Status (Exempt/Non-Exempt): Non-Exempt	Security Code: For DOP use only	
Position Hours: 2080	Date Position Established: 08/15/1988	
Position Number: 21588-GROUP	Date of Last Amendment: 10/16/2025	
Position is a Supervisor (Yes/No): No	Agency GROUP SJD Version: 10/16/2025	
Direct Supervisor's Position Number: 19688	DOP Standard SJD Version:	
MAJOR GROUP: 43-0000 Office and Administrative Support Occupations		
MINOR GROUP: 43-4000 Information and Record Clerks		
BROAD GROUP: 43-4050 Customer Service Representatives		
Broad Group Specifications: https://apps.das.nh.gov/HRBroadGroupSpecifications/		

DETAILED DESCRIPTION: Represents the State of New Hampshire, Department of Business and Economic Affairs (BEA), Bureau of Visitor Services (BVS) professionally and in a manner in accordance with the mission and goals of the Department. Creates a sense of welcome and hospitality at the Hooksett Welcome and Information Centers while supporting Division of Travel and Tourism Development (DTTD) marketing campaigns.

DETAILED TASKS (STANDARD):

DETAILED TASKS (AGENCY/POSITION-SPECIFIC):

Serves as a visitor information counselor as needed for visitor information by answering questions about the state's tourism regions, attractions, history, government, current events and highway routing.

Provides exceptional customer service while creatively and actively promoting the State of New Hampshire's businesses, attractions, activities, transportation, dining, hotels and natural resources to our visitors.

Ensures that the visitor center is well stocked with travel publications and brochures, and that information is displayed attractively, ensuring that only approved publications are in the center.

Responds to inquiries in person, email and phone, which may lead to calling businesses to assist with questions or making reservations on the visitors' behalf. Acts as or provides concierge type of service to traveler.

Performs simple housekeeping duties, such as dusting brochure racks & counters, disposing of trash, etc.

Assists visitors by using brochures, iPad, computers or other resources at Center's disposal.

Assists DTTD's marketing staff to help communicate the State's marketing campaign through these frontline locations.

Summons aid as necessary, to assist travelers in highway and personal emergencies.

MINIMUM QUALIFICATIONS:

Education/Experience:

High school diploma or equivalent credential

License/Certification:

None

Other Requirements:

1. Must be able to physically stand for long periods of time, negotiate stairs, and occasionally lift and carry boxes up to 50 lbs.
2. Must be 18 years old by application date

Trainee Option:

Not applicable

PREFERRED QUALIFICATIONS:

Proficiency in using Microsoft products, such as Word, Excel and Outlook, and familiarity with using computers and other electronic devices, websites, and other social media tools.

Strong customer service skills; enjoyment working with the public, meeting new people, and partnering with volunteers; experience working as part of a team; Granite State Ambassador certification

AFTER-HIRE REQUIREMENTS:

None

CAREER ADVANCEMENT OPPORTUNITIES:

In-Band Advancement Available: Yes No

Criteria:

Broad Group Level Advancement Available: Yes No

Criteria:

DISCLAIMERS:

The supplemental job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to the position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that job title.

When applicable, the work of an employee in trainee status in this position shall be overseen by a fully qualified individual. An employee in trainee status shall meet the minimum qualifications within the period of time specified on the SJD, not to exceed one year of being hired into this position.

SIGNATURES:

	Name and Title	Signature	Date
I have reviewed the content of this supplemental job description with my supervisor.			
Employee			
I have discussed the work responsibilities outlined by this supplemental job description with the above employee.			
Supervisor			
Agency Human Resources			
Appointing Authority or Designee			
Division of Personnel Approval	Janice Day Classification & Compensation Project Manager	<i>Janice Day</i>	10/16/2025