

## SUPPLEMENTAL JOB DESCRIPTION

**Classification:** Park Attendant I

**Function Code:** 6809-022

**Position Title:** Information Center Attendant I

**Date Established:** 8/15/88

**Position Number:** Group

**Date Last Amendment:** 7/15/2022

**GROUP SJD Version:** 7/15/2022

**SCOPE OF WORK:** To represent the State of New Hampshire, Business and Economic Affairs, Division of Travel and Tourism Development (DTTD) supporting the Welcome and Information Centers. To act professionally and courteously while promoting the State of New Hampshire along with maintaining and protecting facilities, providing information and assisting visitors and the traveling public.

### **ACCOUNTABILITIES:**

Delivers exceptional customer service and information to visitors to promote New Hampshire area attractions, such as lodging, activities, dining and natural resources.

Direct visitors to services as necessary by using brochures, websites and/or other resources for visitor's area of interest. Assist travelers when needed in highway and/or personal emergencies.

Performs general interior and exterior grounds upkeep, including custodial duties and snow removal at the Welcome and Information Centers to insure a safe and clean facility.

Maintains inventory of janitorial supplies and of brochures and travel literature; alerts supervisor when supplies are running low.

Assist Division of Travel and Tourism marketing team by communicating and marketing the State's campaign throughout the Welcome and Information Centers locations.

Actively maintains working knowledge of traveler information throughout the State by attending seminars and training as required.

Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

**Education:** Completion of 8th grade or its equivalent.

**Experience:** None required.

**License/Certification:** None required.

### **SPECIAL REQUIREMENTS:**

Must enjoy working with the public and meeting new people. Must also be a team player and possess great communication skills, as well as be able to maintain composure during stressful times. Must become familiar with the agency initiatives and mission.

Must be able to physically stand for long periods of time, negotiate stairs and lift and carry up to 50 lbs.

Must have attained 18<sup>th</sup> birthday on or before date of application.

Must be available to work various schedules as business needs require.

May be asked to fill in at other centers as business needs require.

For promotion from Park Attendant I, labor grade 7, to Park Attendant II, labor grade 10, employees must:

- a. Receive satisfactory performance evaluations;
- b. Be recommended for promotion by the immediate supervisor;
- c. Be approved for promotion at the discretion of agency management to satisfy an organizational/business need; and
- d. Meet the minimum qualification requirements of Park Attendant II.

**RECOMMENDED WORK TRAITS:**

Knowledge of the principles and processes of providing customer service. Knowledge of methods to show, promote, and sell products or services. Knowledge of the materials, equipment, and methods commonly used in cleaning operations. Ability to understand and carry out oral and written instructions. Ability to communicate information and ideas clearly so others can understand. Ability to use ordinary tools. Ability to perform routine clerical tasks. Ability to perform simple arithmetic computations and make change accurately. Ability to establish and maintain effective working relationships with other employees and the general public. Must be willing to maintain appearance appropriate to the assigned duties and responsibilities as determined by the agency appointing authority.

**DISCLAIMER STATEMENT:** 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 classification."

**SIGNATURES:**

I have reviewed the content of this supplemental job description with my supervisor.

\_\_\_\_\_  
Employee's Name                      Employee's Signature                      Date Reviewed

Supervisor's Name and Title: \_\_\_\_\_  
I have discussed the work responsibilities outlined by this supplemental job description with the above employee.

\_\_\_\_\_  
Supervisor's Signature                      Date Reviewed

\_\_\_\_\_  
Agency Human Resources                      Date Approved/Revised

\_\_\_\_\_  
Appointing Authority's Signature                      Date Reviewed/Approved

**Reserved for DOP and Designees Only**



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Division of Personnel                      7/15/2022  
Date Approved