

**SUPPLEMENTAL JOB DESCRIPTION**

**POSITION INFORMATION**

Job Title: 39-3090 Miscellaneous Entertainment Attendants and Related Workers-1	Job Code: 39309001	
Working Title: Information Center Attendant I	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: 8/15/88	
Position Number: -GROUP	Date of Last Amendment: 06/13/2025	
Position is a Supervisor (Yes/No): NO	Agency GROUP SJD Version: 06/13/2025	
Direct Supervisor's Position Number: 112633	DOP Standard SJD Version:	
MAJOR GROUP: 39-0000 Personal Care and Service Occupations		
MINOR GROUP: 39-3000 Entertainment Attendants and Related Workers		
BROAD GROUP: 39-3090 Miscellaneous Entertainment Attendants and Related Workers		
Broad Group Specifications: <a href="https://apps.das.nh.gov/HRBroadGroupSpecifications/">https://apps.das.nh.gov/HRBroadGroupSpecifications/</a>		

**POSITION DUTIES AND RESPONSIBILITIES**

**Detailed Description:** 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.

**Detailed Tasks (Standard):**

**Detailed Tasks (Agency/Position-Specific):**

- 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/Experience:** 8th grade education

**License/Certification:** None

- Other Requirements:**
1. Must be able to physically stand for long periods of time, negotiate stairs and lift and carry up to 50 lbs.
  2. Must have attained 18<sup>th</sup> birthday on or before date of application.
  3. Must be available to work various schedules as business needs require.
  4. May be asked to fill in at other centers as business needs require.

**Trainee Option:** Not applicable

**PREFERRED QUALIFICATIONS**

Enjoy working with the public and meeting new people. Also be a team player and possess great communication skills, as well as be able to maintain composure during stressful times

**AFTER-HIRE REQUIREMENTS**

**CAREER ADVANCEMENT OPPORTUNITIES**

**In-Band Advancement Available:**  Yes  No

**Criteria:**

**Broad Group Level Advancement Available:**  Yes  No

**Criteria:**

39309001BGA01 (Level 1 to Level 2)

For promotion from 39-3090 Miscellaneous Entertainment Attendants and Related Workers-1, pay band 1, to 39-3090 Miscellaneous Entertainment Attendants and Related Workers-2, pay band 2, 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 39-3090 Miscellaneous Entertainment Attendants and Related Workers-2.

**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.

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.			
<b>Employee</b>			
I have discussed the work responsibilities outlined by this supplemental job description with the above employee.			
<b>Supervisor</b>			
<b>Agency Human Resources</b>			
<b>Appointing Authority or Designee</b>			
<b>Division of Personnel Approval</b>	Mary Dziadul Human Resources Coordinator II		06/13/2025