



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	080-4200-001 080-4200-002 080-4200-005 080-4200-006 080-4200-007	Last Revised:	06/14/2013
Position Title:	Travel Counselor	Department:	Destination Marketing
Reports to:	Welcome Center Coordinator	Division:	Commerce

Primary Function: Greets, assists, and provides current information to Cherokee Welcome Center tourists and individuals planning to relocate to the area. Handles all phone, fax, and email requests for information on the area, Cherokee events, accommodations, and attractions.

Job Duties and Responsibilities:

- Greets Welcome Center visitors, provides information and assistance to attractions, accommodations, events shopping, etc.
- Provides directions using current area and state maps, brochures, related materials, and the Internet.
- Inventories tourist/travel brochures and restocks as needed.
- Assists with the scale of inventoried items, collects money as required.
- Responds to all requests for information (phone, fax, email, website, etc.)
- Prepares address labels, packages, and postage. Delivers outgoing mail to post office daily.
- Maintains database of names/addresses of potential visitors.
- Assists Welcome Center Coordinator and staff in the planning and preparing of the budget.
- Performs organizational functions which typically include:
 - Data entries on the computer
 - Prepares contracts for signature adhering to Tribal policy pertaining to contracts
 - Prepares special reports for the program as required.
- Performs job duties according to established safety guidelines and Tribal policies.
- Performs other duties as assigned.

Education /Experience: An A.A. degree in Secretarial Science, or Business, or the equivalent combination of education, related experience and training is required. Business/Secretarial and computer classes are required to provide skills essential to perform job duties. Prior work experience in an office management, secretarial position would provide the background to learn the skills necessary for the job. Position will require six to nine months to become proficient in most phases of the job.

Job Knowledge: Must have knowledge of the policies, procedures, and operational guidelines of the Eastern Band of Cherokee Indians. Must have knowledge of Tribal personnel policies and guidelines. Must be able to operate a computer, calculator, telephone, copy machine, facsimile, postage machine, and other office equipment as required. Must have the ability to write official program correspondence and create standard reports. Requires the ability to organize work, deal effectively with the public, communicate effectively, both verbally and in writing, follow instructions, and work as a member of a group or independently. Knowledge of Cherokee culture and Tribal operations is required. Must possess a valid North Carolina driver's license.

Complexity of Duties: Deals with assignments that are complex and varied, ranging from routine operations to planning, analysis of circumstances, and problem solving which requires original and independent thinking, use of judgment, and initiative. Must respond appropriately to impromptu questions as an official spokesperson for the Tribe. Follows well defined procedures and guidelines in job duties with minimal supervision. Must communicate and respond appropriately to various situations. Judgment and initiative are required to maintain accuracy, efficiency, and to prioritize work and meet deadlines.

Contact with Others:	Has daily contact with co-workers, personnel, staff, and Tribal Finance Office, as well as some contact with the Tribal Executive Office, Tribal Council Members, merchants, and vendors. Has frequent contact with the public, both in person and by phone. The nature of the work requires a high degree of tact, courtesy, and business etiquette to maintain positive working relationships.
Confidential Data:	Must adhere to all tribal confidentiality policies and procedures.
Mental /Visual /Physical Effort:	Close concentration and attention to detail are required while performing most duties of the job. Subject to frequent interruptions, both by phone and person, which requires varied responses. The duties of the job routinely require standing, walking, sitting, kneeling, crouching, reaching, seeing, speaking, and hearing. May occasionally move more than ten pounds. Undetected errors could result in confusion and delays.
Environment:	Works in normal business office environment with occasional visits to program sites while performing job duties. May include occasional travel.
Scope of Supervision:	Does not have supervision responsibilities.
Supervision Received:	Reports to the Welcome Center Coordinator and follows well-defined procedures and guidelines as prescribed Tribal policies and the Strategic Marketing Plan. Works independently to develop calendars, organize events, and schedule promotional tours with the assistance of the Welcome Center Coordinator, P/R Coordinator, and other staff members of the Destination Marketing Department.
Responsibility for Accuracy:	Data entry requires a high degree of accuracy. Most errors can be detected with proofing procedures.