CITY OF FITZGERALD

Tourism, Arts, & Culture (TAC)

116 N. Johnston Street
Fitzgerald, GA 31750
229-426-5033

FLSA Status: Non-Exempt
Risk Code: 8810
EEOC Code: 6
Pay Cycle: Part-Time

JOB DESCRIPTION

POSITION: ***Front Desk Assistant***

REPORTS TO*:* TAC Director

JOB SUMMARY

The Depot Front Desk Assistant is a part-time, public-facing position within the City of Fitzgerald Department of Tourism, Arts & Culture and works at the historic AB&A Railroad Depot, also known as The Depot. This position supports daily public operations for the Blue & Gray Museum, the Collins Railroad Collection, the Colony City Model Train Club, the Fitzgerald Area CVB Visitor's Center, and the gift shop located within The Depot.

The Museum Front Desk Assistant helps provide a welcoming and informative experience for visitors by answering phones, greeting guests, assisting with visitor information, selling gift shop items, and serving as a guide for museum and tourism guests. This position plays an important role in representing the City of Fitzgerald and helping ensure positive public interaction with the tourism, history, and cultural resources housed at The Depot.

MAJOR DUTIES

- Greet visitors in a welcoming, professional, and helpful manner.
- Answer incoming phone calls, provide general information, and direct questions or messages as needed.
- Assist guests with information related to the Blue & Gray Museum, the Collins Railroad Collection, the Colony City Model Train Club, the Fitzgerald Area CVB Visitor's Center, and other services or exhibits located at The Depot.

- Serve as a front desk representative for the City of Fitzgerald Department of Tourism, Arts & Culture at The Depot.
- Provide general tourism and visitor information to residents and out-of-town guests
- Sell gift shop items, museum merchandise, and visitor-related items.
- Handle cash, credit card, and other point-of-sale transactions accurately.
- Maintain the cleanliness, appearance, and organization of the gift shop and front desk area.
- Help monitor inventory and report low stock or supply needs to the Director of Tourism, Arts & Culture, Assistant Director of Tourism, Arts & Culture, or other designated department staff
- Serve as a guide for visitors by sharing information about exhibits, collections, local history, and tourism-related resources housed at The Depot.
- Help provide an engaging and positive experience for individual guests, families, school groups, tour visitors, and other members of the public.
- Answer visitor questions in a courteous and informative manner.
- Support the role of The Depot as a tourism, educational, and cultural destination for the community and visitors
- Assist with opening and closing duties as assigned.
- Maintain brochures, handouts, maps, and visitor materials in public-facing areas.
- Help keep public spaces neat, orderly, and welcoming.
- Provide general support to department staff as needed in daily operations.
- Perform other related duties as assigned in support of The Depot and the City of Fitzgerald Department of Tourism, Arts & Culture.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong customer service and interpersonal skills.
- Ability to communicate clearly and professionally in person and by phone.
- Ability to handle sales transactions accurately and responsibly.
- Ability to interact positively with visitors of all ages.
- Dependability, professionalism, and attention to detail.
- Interest in local history, rail history, tourism, and public engagement
- Basic computer and office skills.
- Ability to answer phones and communicate clearly with the public.
- Ability to handle money and complete sales transactions accurately.
- Ability to learn and share information about The Depot, its collections, exhibits, and visitor services.
- Ability to work independently and as part of a team

PHYSICAL DEMANDS/WORK ENVIRONMENT

Environment

This position works primarily at the historic AB&A Railroad Depot ("The Depot") in a public-facing setting. Duties involve regular interaction with visitors, answering phones, assisting with sales, providing tourism information, and supporting the visitor experience for the Blue & Gray Museum, Collins Railroad Collection, Colony City Model Train Club, Fitzgerald Area CVB Visitor's Center, and gift shop. Employee should be available to work assigned part-time hours, including some weekends, holidays, and special events as needed. Employee should appear professional in appearance and demonstrate a courteous public demeanor.

Physical Demands

- Ability to stand or sit for extended periods as needed.
- Ability to move throughout The Depot to assist visitors and provide guidance.
- Ability to lift and carry light items such as brochures, merchandise, or office supplies.
- Ability to perform routine front desk, retail, and visitor support tasks.
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DRUG AND ALCOHOL COMPLIANCE

- In accordance with the City of Fitzgerald's Drug and Alcohol Policy, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol use.
- Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the workplace or abuse alcohol on the job.
- Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Must be 18 years of age.
- Must have a high school diploma or GED.
- Must have a valid State of Georgia driver's license
- Experience in customer service, retail sales, front desk work, tourism, hospitality, museum work, or other public-facing service roles preferred.

Reasonable accommodations will be made for otherwise qualified individuals in accordance with the Americans with Disabilities Act.

It is also required of the employee to be dependable, prompt, and accountable for his/her work performance.

THE CITY OF FITZGERALD FOCUSES ON TEAM-WORK AND EXPECTS ALL STAFF TO BE TEAM PLAYERS AND REPRESENT THEMSELVES FAVORABLE TO OUR COMMUNITY