

## DETROIT METRO CONVENTION & VISITORS BUREAU

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### DESTINATION COUNSELOR (MOBILE VISITOR CENTER)

**We're Hiring!** The Detroit Metro Convention & Visitors Bureau is hiring a **Destination Counselor** for our **Mobile Visitor Center** to promote metro Detroit as a destination to both visitors and local residents when on-site at designated festivals or events. This is a **seasonal, part-time** position requiring 20-29 hours per week during the months of April and October. The main schedule will require weekend hours with some shifts occurring on weekdays and occasional evening hours. The Destination Counselor will be driving a Ford Transit conversion van (20' long X 83.2" wide X 99" high).

The **ideal candidate** demonstrates comprehensive knowledge of Detroit and the tri-county region including attractions, hotels, restaurants, retailers. We prefer someone known for their positive attitude and disposition and knowledge of our area history, current events and issues.

The **Detroit Metro Convention & Visitors Bureau** has a nearly 120 year history of selling and marketing the Detroit region (tri-county) as a destination for meetings, conventions and leisure travel. As a member of the Bureau Services team, you will have the opportunity to influence operations that further the [mission of the DMCVB](#) and be part of a company designated as a Top Workplace by the Detroit Free Press in recent years.

Qualified candidates should email a resume and CV to [careers@visitdetroit.com](mailto:careers@visitdetroit.com).  
Please be sure to mention the name of the person who referred you when you apply.

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#### Position Purpose

Responsible for driving the Mobile Visitor Center to various predetermined locations across the metro Detroit region and State of Michigan. On location, promotes metro Detroit as a destination to both visitors and local residents while promoting DMCVB programs, initiatives and Industry Partners (attractions, restaurants, hotels, retailers). This person represents the DMCVB to the general public and is expected to be an enthusiastic, customer service driven individual and advocate for our Industry Partners and region.

This position will generally require 20-29 hours per week during the months of April and October; the main schedule will include and require weekend hours with some shifts occurring on weekdays and occasional evening hours.

#### Essential Job Functions:

- Responsible for the overall coordination of all Mobile Visitor Center attended events. Preparation includes, but is not limited to, physically loading and unloading promotional items, giveaways and other materials being transported and distributed to the public at event sites as necessary.
- The Mobile Visitor Center will attend all promotional opportunities and events deemed necessary by the Director of Bureau Services such as Arts, Beats and Eats, Grand Prix, Woodward Dream Cruise and many more.
- Responsible for the set-up, operation and maintenance of all Audio Visual equipment.
- Possesses a vast knowledge of metro Detroit's amenities, assets and offerings related to tourism. Be able to answer a variety of questions related to directions, attractions, recreation, restaurants, shopping, events and more.
- Vehicle care is top priority. Counselor must monitor vehicle cleanliness, order and usability at all times. Report any service issues or damage immediately. Proper record keeping through mileage, preventative maintenance and repair logs will assist.
- Maintain par levels of promotional material needed for the Mobile Visitor Center.
- Assist with both the planning and execution of all events and promotion associated with the Mobile Visitor Center.
- Prior to a given event, determines an evacuation and safety plan to include event and security related points of contact. Responsible for distributing this in advance of the event and maintaining an updated plan in the mobile visitor center.
- Maintain a flexible work schedule to include evenings, weekends and holidays.
- Participate in relevant staff training opportunities as assigned.

- Perform other job-related duties as assigned by the Director of Bureau Services.

#### **Knowledge, Skills Abilities and other Characteristics Required of the Position:**

- Maintain a positive and professional work attitude and appearance.
- Ability to communicate and interact effectively and pleasantly with tact and patience even in difficult situations.
- Strong organizational skills
- Follows safe driving practices and procedures
- Ability to effectively present information to individuals and groups
- Ability to properly plan travel logistics and time estimates.
- Able to follow directions and is able to provide accurate, efficient directions to others.
- Service oriented, courteous and professional
- Working knowledge of the computer. Competent with Microsoft office and social media such as Facebook, Twitter, etc.
- Self-motivated individual who works well independently.
- Ability to maintain a positive and professional working relationship with peers, colleagues and customers
- Knowledge and understanding of the hotel/motel industry and best practices in providing superior customer service in relation to it

#### **Working Conditions and Physical Requirements:**

- When parked on-site, the mobile visitor center will often be positioned near a major facility and will frequently be staffed with a volunteer or DMCVB staff member.
- The mobile visitor center is equipped with a generator, has heat and air conditioning, a refrigerator, work area and walk up window.
- Some exposure to extreme temperatures, humidity and related outdoor weather conditions.
- Some exposure to loud, persistent noise such as music, crowd chatter, etc.
- Ability to perform light to moderately heavy physical work
- Ability to stand and/or sit for long periods of time. This position also requires reaching, bending, squatting and lifting.
- Ability to lift and carry items weighing up to 25 lbs., sometimes several times per shift

#### **Minimum Qualifications:**

- Service-oriented individual known for their positive attitude and disposition
- High school graduate with required knowledge/skills/abilities/characteristics listed above.
- Demonstrates comprehensive knowledge of Detroit and metro Detroit (Wayne, Oakland and Macomb County) including, DMCVB member attractions, hotels, restaurants and retailers. Comprehensive knowledge of history, current events and issues preferred.
- Expresses ideas and conveys information clearly, effectively and professionally, in English.
- Possesses a valid Michigan driver's license, a good driving record (relatively free of minor infractions) and is insurable.

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