



Title: Destination Concierge

Reports To: Operations Manager

The Telluride Tourism Board is seeking a professional, dynamic individual to join our team as Destination Concierge. The Destination Concierge provides a positive guest experience at the Visitors Center, and through Telluride Central Reservations. As a first point of contact for guests, the strong candidate will have a guest services background, knowledge of the area, and excellent written and oral communication skills. The position is full-time, year-round and the individual will work at the front desk in the Visitors Center located in downtown Telluride.

Duties and Responsibilities

- Assisting guests and locals at the Visitors Center by answering questions, making suggestions on dining, shopping, activities and other area attractions.
- Educating guests on destination stewardship principles.
- Answering general phone calls coming into the Visitors Center main line.
- Logging into Inntopia and Revinate (Central Reservations platforms) at the start of each shift and using both systems efficiently and knowledgeably.
 - Address all Revinate assigned leads.
 - Run Compliance Report in Revinate and make any corrections that need to be made.
 - Run Lead Status Report in Revinate and address all follow-ups etc. All follow-ups need to have a reminder set.
- Taking Central Reservations calls and booking reservations for local lodging companies. Upselling reservations with shuttle, lift ticket, equipment rental and activity add-ons.
- Emailing and online chatting with guest inquiries.
- Creating custom vacation itineraries for visitors upon request.
- Proactively engage with clients to ensure a seamless arrival experience (check-in instructions, shuttle arrangements, etc.).
- Daily checklist/to do duties include but are not limited to:
 - Opening and closing the Visitors Center.

- Knowledge of what is happening in the community such as businesses, activities, events, etc.
- Keeping up to date with any road, trail, bike park, gondola or closures of any type throughout the destination.
- Ensuring that TVs in the Visitors Center are all on and working correctly.
- Spot checking the Visitors Center to ensure cleanliness, and sweeping, mopping, and dusting when needed.
- Ensuring collateral is stocked and appropriately displayed on the front tables, and recycling empty collateral boxes.
- Maintain inventory of collateral in the Visitors Center, and alert Operations Manager if supplies need to be replenished.
- Other duties as assigned.

Required Skills, Abilities and Experience

- Experience in guest services and/or lodging.
- Highly organized, with attention to detail and the ability to multi-task.
- Ability to meet deadlines.
- Demonstrated writing and verbal skills necessary to communicate with a wide variety of individuals.
- In-depth knowledge of Telluride, Mountain Village, San Miguel County and surrounding areas.
- Proficiency using a variety of computer software programs.
- Represent the organization in a professional manner at all times.

Benefits

- Health insurance including medical, dental and vision with Health Savings Account
- IRA match program
- Vacation and PTO
- Ski pass

Salary Range: \$42,000 - \$44,000 DOE

In compliance with Colorado's Equal Pay for Equal Work Act (EPEWA), salary range is being disclosed. Compensation will be determined based on experience.

Please send a cover letter and resume to Cody@VisitTelluride.com.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as established to meet the ongoing needs of the business. The Telluride Tourism Board is an "at-will" employer.

Telluride Tourism Board is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), sexual orientation, gender identity, national origin, disability, marital status, or status as a U.S. Veteran.