July 28th, 2016

**Volunteer Job Description**

**Visitor Tourism Liaison Officer**

**USS Hornet Museum**

Reports to:

Duties:

This position is the USS Hornet’s representative to tourism, visitors from the San Francisco area. The San Francisco Bay Area is the second largest tourist destination in the US. We need to have strong relationships with the tourism industry in the city. This position will be pivotal in increasing visitors, membership and revenue to the museum. The position will entail the following:

1. Meet with Hotel concierges across the area including San Francisco, Marin and Peninsula. Promote the new Water Shuttle service.
2. Meet with tourism officials and tour services.
3. Attend tourism industry events and mixers and represent the USS Hornet
4. Staff the Pier in San Francisco’s Embarcadero where the Water Shuttle will dock. Set up sign and brochures. Set regular hours and times.
5. Speak with tourists, answer questions and engage the public.
6. In coordination with staff on the Hornet speak to tourism websites.
7. Wear USS Hornet shirt, jacket and other gear to represent.
8. Restock our materials in hotels across the area.
9. Attend conventions when appropriate

Requirements:

1. Knowledgeable about the USS Hornet Museum
2. Strong communication skills, ability to communicate under pressure.
3. Multilingual if possible
4. Punctual
5. Good networking and record keeping skills.
6. Good phone skills and Customer relations skills

Compensation:

This is a volunteer position