

## TOURISM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing assistance to the Director of Economic Development, Planning and Tourism in the effort of developing and promoting tourism within the communities of Cattaraugus County. The incumbent is responsible for maintaining and updating a tourism database, as well as the distribution of promotional programs and tourism literature. Duties are performed under direct supervision. A Tourism Assistant does related work as required.

### TYPICAL WORK ACTIVITIES:

- Aides in the preparation of a County travel guide by conducting surveys, updating databases, and travel guide listings;
- Prepares necessary materials and supplies to be used and distributed at travel shows;
- Distributes promotional literature to the public and travel industry by mailings and by direct delivery;
- Makes arrangements and accommodations for attendees at tourism-related functions, such as trade shows, luncheons, etc.;
- Maintains an inventory of federal, state, and local programs designed to enhance tourism in local communities;
- Proof reads a variety of tourism-related brochures, guides, and publications for accuracy and clarity;
- Prepares and mails invoices and receives remittances, keeping logs of client status;
- Compiles data for the preparation of financial and statistical reports;
- Utilizes an electronic data processing system to process record and report data.

FULL PERFORMANCE KNOWLEDGES, SKILLS AND ABILITIES: Knowledge of tourism needs in Cattaraugus County; working knowledge of office terminology, procedures, and equipment; working knowledge of business arithmetic and English; knowledge of the capabilities and limitations of electronic data processing equipment; ability to readily acquire a knowledge of operational equipment in use; ability to operate an alphanumeric keyboard such as a word processor or personal computer: ability to compile statistical data from a variety of sources; ability to communicate effectively both orally and in writing; ability to deal effectively with the public and others; clerical aptitude; mental alertness; neatness; accuracy; tact and courtesy; physical condition sufficient to perform the essential functions of the position.

### MINIMUM QUALIFICATIONS:

*PROMOTIONAL:* Two (2) years of permanent service in a lower grade clerical position within the Department of Economic Development, Planning, and Tourism.

*OPEN COMPETITIVE:* Graduation from high school or possession of a high school equivalency diploma and two (2) years of clerical office experience supplemented by either:

A. Successful completion of a course involving the use of personal computers;

OR

B. Three (3) months experience in a clerical position which regularly required a candidate to utilize word processing or personal computer equipment to produce printed copy;

OR

C. Knowledge of personal computer equipment, operations, and functions.

*SPECIAL REQUIREMENT:* Possess and maintain a valid New York State Driver's License.

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 4/29/03

Revised: 2/7/13