



Join the Visit COS Team as a Visitor Services Specialist

About Us:

At Visit COS, we're passionate about creating unforgettable experiences, for both our visitors and our team. Our culture is vibrant, driven by engaged leadership, and a genuine passion for hospitality. We're a close-knit team of enthusiasts, always on the lookout for fresh ways to showcase the best of our region. If you're someone who thrives on collaboration, loves Colorado Springs, and is eager to grow both personally and professionally, you're in the right place!

Position: Visitor Services Specialist

Location: Colorado Springs, CO

Job Type: Part-Time (16 hours), Non-Exempt, Weekends Only

Compensation Range: \$18.00-\$20.00/hr., depending on experience.

Why You'll Love This Role:

The Visitor Services Specialist ensures a positive visitor experience at the VIC by providing excellent customer service, answering questions, and offering recommendations. The role also supports administrative and marketing tasks that promote the Colorado Springs/Pikes Peak Region and encourage repeat visits.

Competencies:

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| -Customer-Focused | -Knowledgeable & Organized | -Excellent Communicator |
| -Punctual & Reliable | -Friendly & Outgoing | -Flexible & Adaptable |
| -Team Player | -Confident & Professional | -Empathetic & Patient |

Essential Functions:

- Greet and assist visitors with enthusiasm and professionalism, providing accurate information on lodging, attractions, dining, events, and services.
- Support and assist volunteers, ensuring they have current information about the Pikes Peak Region.
- Fulfill bulk and foreign Welcome Center order requests and maintain brochure inventory by contacting Partners as needed.
- Update the visitor center bulletin board with current event flyers and posters.
- Process merchandise sales and handle cash, check, and card transactions using the Point-of-Sale system.
- Open and close the visitor center, including managing cash drawers, signage, lighting, and automated doors, and securing keys at day's end.
- Perform administrative tasks including data entry, record keeping, and updating contact information in databases.
- Maintain merchandise stock levels, including food and beverage items, and assist with additional assigned projects.

Skills and Qualifications:

- Experience in customer service, hospitality, or visitor services preferred
- Strong verbal and written communication and interpersonal skills
- Knowledge of local attractions and tourism resources
- Proficient in computer applications and point-of-sale systems
- Ability to handle challenging situations with professionalism
- Committed to delivering excellent service and promoting the Pikes Peak Region
- Comfortable in a fast-paced environment with frequent public interaction
- Able to manage multiple tasks and adapt to new procedures
- Must be available for a flexible schedule, including weekends and holidays
- May require standing for long periods, lifting up to 25 lbs., and occasional local travel for outreach or events

Benefits:

- Competitive Salary
- Collaborative and supportive work environment
- Sick time accrual

EEO Statement:

We believe in embracing diversity and creating an inclusive environment. Visit COS is proud to be an Equal Opportunity Employer, and we welcome applicants of all backgrounds to apply!

If you're ready to join a dynamic team, grow your career, and make a meaningful impact in Colorado Springs? Apply today! To apply, send a cover letter and resume to Christy@VisitCOS.com by 8/15/2025