

Rick Schroder

12

From: Pat Dildine
Sent: Friday, December 1, 2023 1:40 AM
To: Rick Schroder
Subject: Agenda

Please add these items to the agenda as action items:

1. Planting a tree in Memorial Park in memory of June Dahman to replace the pine that died.
2. Visitor Center hours.

I realize there are additional decisions about the Visitor Center to be made.

Pat Dildine
Councilmember

**National Park Service
Withers & Spauldings Building**

City Officials, Staff, and Chamber of Commerce representatives met with National Park Service (NPS) personnel on November 30, 2023 to discuss the current and future lease agreement for the Withers & Spauldings Building. The NPS advised that the Chamber's current special use permit for the property expires on December 31, 2023. A special use permit cannot be renewed or used for the future lease of the building. The only option is a lease agreement at market rate.

Lease rates and other expenses are estimated as follows:

Rent	
\$10.34 / sq. ft. x 860 sq. ft. =	\$8,892.40 / yr. \$741.03 / mth.
Electricity	\$175.00 / mth.
Water, Sewer, Trash	\$75.00 / mth.
Total:	\$991.03 / mth.

The NPS has no preference as to whether the lease agreement is executed with the City or the Chamber. Moreover, either entity can sublet to the other.

Click here for current job openings.

Visitor Center Specialist Job Posting

The City of Johnson City is seeking applications for one (1) Visitor Center Specialist position. The position is part-time (maximum of 999 hours per year) and will start on or after January 1, 2024. Click [HERE](#) for the job description.

Summary of Position

Under the general direction of the Chief Administrative Officer, manages the daily operations of the Johnson City, Texas Visitor's Center. Proactively greets and engages those who enter the Johnson City Visitor's Center. Refers those people to attractions, events, amenities, and services specifically related to the visitors' inquiries. Recommends additional or alternative destinations, within the Johnson City area, as options. Answers incoming calls. Responsible for performing other tasks, as assigned. Must be able to pass a background check and drug test.

Organizational Relationships

Reports to: Chief Administrative Officer.

Directs: This is a non-supervisory position.

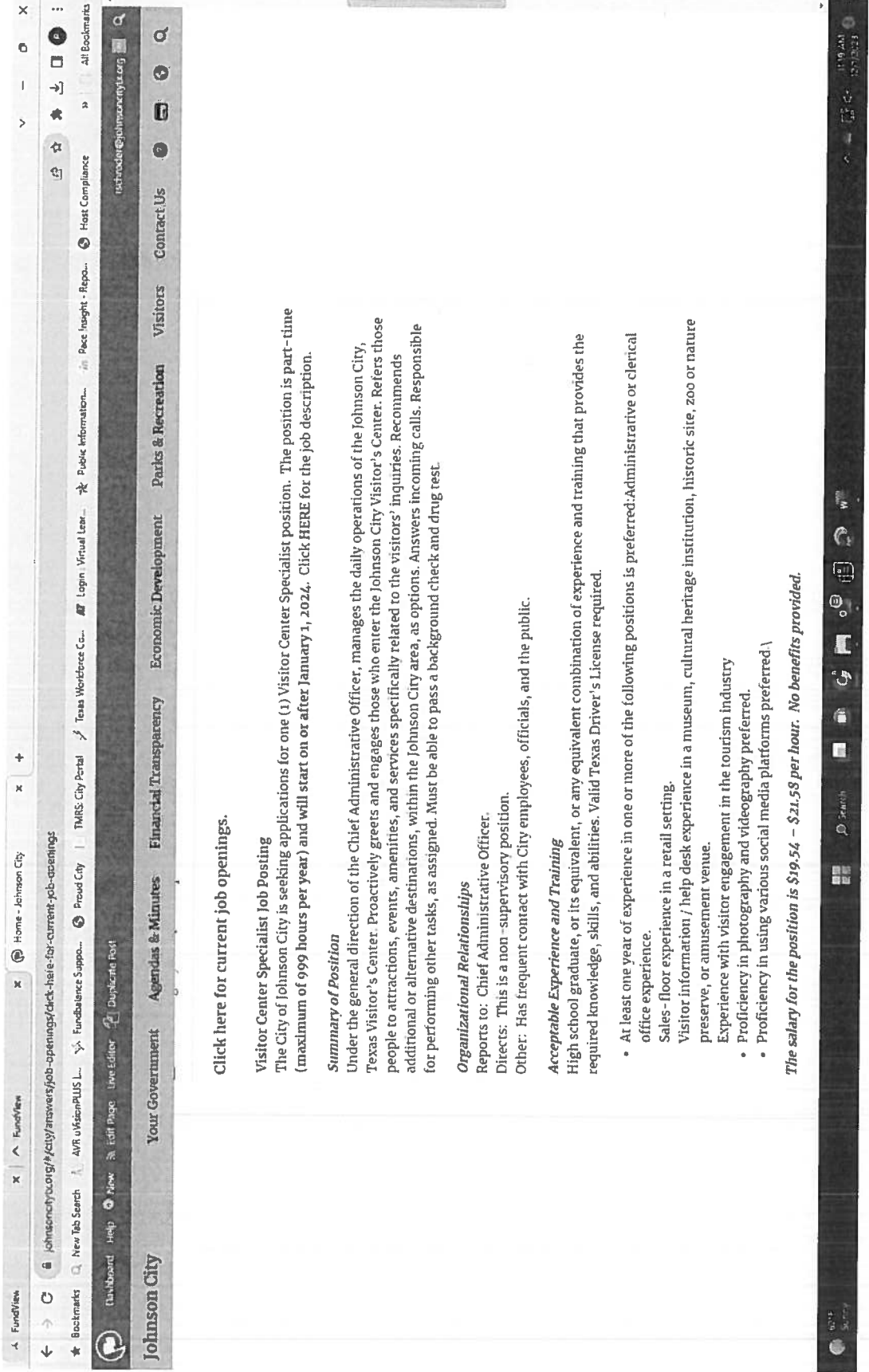
Other: Has frequent contact with City employees, officials, and the public.

Acceptable Experience and Training

High school graduate, or its equivalent, or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities. Valid Texas Driver's License required.

- At least one year of experience in one or more of the following positions is preferred: Administrative or clerical office experience.
Sales-floor experience in a retail setting.
Visitor information / help desk experience in a museum, cultural heritage institution, historic site, zoo or nature preserve, or amusement venue.
- Experience with visitor engagement in the tourism industry
- Proficiency in photography and videography preferred.
- Proficiency in using various social media platforms preferred.)

The salary for the position is \$19.54 – \$21.58 per hour. No benefits provided.



City of Johnson City, Texas
Visitor Center Specialist Job Description

Job Title: Visitor Center Specialist
Department: Administration
FLSA: Non-exempt (hourly)

Summary of Position

Under the general direction of the Chief Administrative Officer, manages the daily operations of the Johnson City, Texas Visitor's Center. Proactively greets and engages those who enter the Johnson City Visitor's Center. Refers those people to attractions, events, amenities, and services specifically related to the visitors' inquiries. Recommends additional or alternative destinations, within the Johnson City area, as options. Answers incoming calls. Responsible for performing other tasks, as assigned. Must be able to pass a background check and drug test.

Organizational Relationships

Reports to: Chief Administrative Officer.
Directs: This is a non-supervisory position.
Other: Has frequent contact with City employees, officials, and the public.

Essential Duties and Responsibilities

- Greets visitors and determines nature of visit; and provides visitors with information on and directions to various destinations and amenities.
- Answers the Visitor's Center telephone; provides callers with assistance; takes and relays messages or directs callers to appropriate personnel; returns calls, as necessary.
- Boosts from back-stock maps, brochures, rack cards, and other amenities provided to visitors; removes outdated materials for disposal.
- Works with the City's marketing firm to maintain and update the Visitor Center website and various social media accounts, and promotes, as necessary and directed, local hotels and events.
- Provides day-to-day business and administrative support.
- Documents inquiries, tracks collateral materials, and mails visitor information, as requested.
- Prepare reports, as requested.
- Maintains supplies and notifies supervisors when reorders are needed.
- Prepares welcome bags and name badges for groups, when needed.
- Ensures that public and storage areas are clean, organized, and well-stocked.
- May be responsible for assisting staff and/or related organizations or working independently to plan special events, trade shows, conferences, conventions, or workshops.
- May process retail and online sales, if implemented. If implemented, responsible for daily balancing of cash, check, and credit card transactions.

- May be requested to attend various meetings, social functions, or other events as a representative of the City.

Required Knowledge, Skills, and Abilities

Reasonable accommodation may be made to enable individuals with disabilities to perform the following essential functions.

Communication: Communicates clearly and concisely, both orally and in writing.

Reading: Reads and comprehends books, professional journals, book reviews, forms, reports, correspondence, computer screens, City policies, and related items.

Writing: Writes accurate and coherent reports and business correspondence.

Math: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw an interpret bar graphs.

Reasoning: Analyzes situations and adopts a quick, effective, and reasonable course of action.

Ability to:

- Read, write, and comprehend the English language.
- Understand and follow written and oral directions and City Policies and Procedures.
- Meet the physical demands of the position.
- Prioritize and simultaneously handle a variety of administrative tasks.
- Utilize and manage Microsoft Office suite of programs.
- Provide excellent customer service and telephone etiquette skills.
- Exhibit organizational skills.
- Work independently and/or in a team environment with minimal supervision.
- Interact with the public in courteous and professional manner.
- Solve problems and mediate conflict.
- Read and transfer digits accurately.

Special Requirements

Possess detailed knowledge; or have the ability to gain detailed knowledge of key visitor attractions in the Johnson City area, with a focus on dining, entertainment, and retail; and how visitors can get to the amenities. Have a thorough knowledge of hours of operation and schedules of leading visitor attractions and events.

Physical Requirements

Regularly required to sit, use a computer, and use a fax machine, copier, and telephone. Employee must be able to read mail, computer screens, and documents. Employee must be able to effectively communicate with citizens and staff over the telephone and in-person and be able to transcribe recorded notes. The employee will occasionally be required to climb or balance and move file boxes. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Acceptable Experience and Training

High school graduate, or its equivalent, or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities. Valid Texas Driver's License required.

- At least one year of experience in one or more of the following positions is preferred:
 - Administrative or clerical office experience.
 - Sales-floor experience in a retail setting.
 - Visitor information / help desk experience in a museum, cultural heritage institution, historic site, zoo or nature preserve, or amusement venue.
 - Experience with visitor engagement in the tourism industry
- Proficiency in photography and videography preferred.
- Proficiency in using various social media platforms preferred.

Environmental Factors and Safety Hazards

Employee works in a climate-controlled office environment. Dust exposure possible.

Work Hours

Approximately 20 hours per week, Thursday – Sunday. Alternative work schedules and hours may be directed and approved by the Chief Administrative Officer. Position is subject to working overtime, on weekends, and before or after business hours; operating hours of the Visitor Center as subject to change from one season to another.

THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. MANAGEMENT HAS THE EXCLUSIVE RIGHT TO ALTER THIS JOB DESCRIPTION AT ANY TIME WITHOUT NOTICE.

THE CITY OF JOHNSON CITY IS AN EQUAL OPPORTUNITY EMPLOYER.

VISITOR CENTER	POSITION	NAME	FTE	PROPOSED FULL-TIME / PART-TIME SALARY	FICA	WORKERS COMPENSATION (LUMP SUM)	STATE		TMRS	HEALTH	VISION & DENTAL	LIFE, AD&D, STD, & LTD	UNIFORM ALLOWANCE	CERTIFICATION PAY	LONGEVITY PAY	VEHICLE ALLOWANCE	EMPLOYEE TOTAL
							UNEMPLOYM ENT	ENT									
SPECIALIST		New Hire	1.00	\$ 44,886.40	\$ 3,445.28	\$ 184.00	\$ 9.00	\$ 4,130.96	\$ 8,147.04	\$ 637.44	\$ 477.47	\$ 150.00	\$ -	\$ -	\$ -	\$ -	\$ 62,067.59
SUBTOTAL FULL-TIME			1.00	\$ 44,886.40	\$ 3,445.28	\$ 184.00	\$ 9.00	\$ 4,130.96	\$ 8,147.04	\$ 637.44	\$ 477.47	\$ 150.00	\$ -	\$ -	\$ -	\$ -	\$ 62,067.59
SPECIALIST		New Hire	0.50	\$ 21,558.42	\$ 1,660.69	\$ 184.00	\$ 9.00	\$ -	\$ -	\$ -	\$ -	\$ 150.00	\$ -	\$ -	\$ -	\$ -	\$ 23,562.11
SUBTOTAL PART-TIME			0.50	\$ 21,558.42	\$ 1,660.69	\$ 184.00	\$ 9.00	\$ -	\$ -	\$ -	\$ -	\$ 150.00	\$ -	\$ -	\$ -	\$ -	\$ 23,562.11