



## **Kiosk Staff Member Job Description**

### *Job Summary:*

The Kiosk Staff Member position is responsible for being a friendly and knowledgeable resource during Partnership events.

### *Primary Job Responsibilities:*

1. Be knowledgeable about Downtown Frederick as a whole and Partnership events.
2. Be an outgoing, friendly personality as you represent our organization and these events.
3. Review event brochure prior to shift to better understand that day's activities.
4. Provide feedback to Downtown Frederick Partnership staff.
5. Work collaboratively with other kiosk staff to ensure the visitor expectation of the kiosk as a resource is achieved.
6. Help guests find their destinations and be comfortable providing directions.
7. Provide information on navigating Downtown Frederick including parking garage information and the downtown trolley.

### *Desired Qualifications:*

- Should have a great attitude and excellent communication skills.
- Should be a self-starter, problem-solver, work well with others and have a positive attitude.
- Excellent verbal skills are critical.
- Must have a customer friendly attitude and enjoy interacting with people on a regular basis.
- Must be able to assist with moving the kiosk.
- Must be a team player.
- Must be willing to work the first Saturday of the month on a fairly consistent basis.
- Must be outgoing and reliable.

### *Pay:*

- \$15 per hour, hired for 3 hour shifts.

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