

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Travel Counselor

**SERIES NO.:**

6437

**MAJOR AGENCIES:**

Transportation

**EFFECTIVE DATE:**

09/04/2005

**SERIES PURPOSE:**

The purpose of the travel counselor occupation is to assist tourists at Travel Information Center by providing information concerning attractions, activities, events, entertainment &/or lodging within Ohio.

This classification series is to be used in Department of Transportation only.

**CLASS TITLE**

Travel Counselor 1

**CLASS NUMBER**

64371

**PAY RANGE**

25

**EFFECTIVE**

09/04/2005

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of agency policies & procedures applicable to operations in Travel Information Centers & public relations in order to assist tourists at Travel Information Center by providing information concerning attractions, activities, events, entertainment &/or lodging.

**CLASS TITLE**

Travel Counselor 2

**CLASS NUMBER**

64372

**PAY RANGE**

26

**EFFECTIVE**

09/04/2005

**CLASS CONCEPT:**

The advanced level class works under general supervision & requires thorough knowledge of agency policies & procedures applicable to operations in Travel Information Centers, employee training & development & public relations in order to assist tourists at Travel Information Centers by providing information concerning attractions, activities, events, entertainment &/or lodging & provide work direction & training over Travel Counselor 1's.

**CLASS TITLE**

Travel Counselor Supervisor

**CLASS NUMBER**

64375

**PAY RANGE**

09

**EFFECTIVE**

07/10/2005

**CLASS CONCEPT:**

The supervisory level class works under general direction & requires thorough knowledge of agency policies & procedures applicable to operations in Travel Information Centers, employee training & development & public relations in order to supervise travel counselors at Travel Information Centers.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Travel Counselor 1	64371	09	09/04/2005	25

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Assists tourists at Travel Information Center by providing information concerning attractions, activities, events, entertainment &/or lodging in order to promote Ohio & Ohio-centered activities, assists tourists in arranging lodging & in planning vacations throughout state, answers questions from travelers on general directions & travel-related inquiries & receives complaints & takes appropriate action.

Answers telephone & records phone inquiries on log sheet; updates &/or maintains guest registries & attendance records at Travel Information Center; files reports & correspondence on gathered information.

Replaces old or outdated brochures, pamphlets & other information with new, updated materials; maintains stock of materials; cleans &/or organizes brochure racks, storage room & work area.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations; agency policies & procedures applicable to operations in Travel Information Centers\*. Ability to apply principles to solve practical, everyday problems; answer routine inquiries from public; read, copy & record figures accurately; maintain accurate records; gather, collate & classify information about data, people or things; carry out simple instructions; sort items into categories according to established methods.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

1 course or 3 mos. exp. in public relations.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May be required to work weekends; works 10 hour days; works in confined area.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Travel Counselor 2	64372	09	09/04/2005	26

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Oversees operations of Travel Information Center, provides work direction & training over Travel Counselor 1's, reviews & monitors telephone calls, telephone logs, attendance reports & written correspondence, notifies supervisor of problems & monitors daily cleaning of center to ensure completion.

Assists tourists by providing information concerning attractions, activities, events, entertainment &/or lodging in order to promote Ohio & Ohio-centered activities; assists tourists in arranging lodging & in planning vacations throughout state; answers questions & travel-related inquiries; provides directions; receives complaints & takes appropriate action.

Maintains weekly inventory of informational materials stocked at Travel Information Center; orders materials & office supplies; replaces old or outdated brochures, pamphlets & other information with new, updated materials; cleans & organizes brochure racks, storage room & work area.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of employee training & development\*; public relations; agency policies & procedures applicable to operations in Travel Information Centers; inventory control\*. Ability to gather, collate & classify information about data, people or things; apply principles to solve practical, everyday problems; maintain accurate records; answer routine inquiries from public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

6 mos. trg. or 6 mos. exp. in public relations; 3 mos. trg. or 3 mos. exp. in agency policies & procedures applicable to operations in Travel Information Centers.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May be required to work weekends; works 10 hour days; works in confined area.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Travel Counselor Supervisor	64375	EX	07/10/2005	09

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises travel counselors in statewide Travel Information Centers, monitors office functions for travel information centers, orders all brochures, materials & supplies, collects & distributes mail, performs inventory control, establishes public relations program policies & procedures for statewide travel information centers & represents bureau administrator at conferences, travel shows, seminars & association meetings.

Provides information to travelers about attractions, activities, events, entertainment & lodging; responds to complaints, inquiries & concerns of travelers verbally & in writing; maintains contact with travel industry, convention bureaus & travel associations; writes & distributes news releases; coordinates special events & projects; promotes Ohio businesses by assisting travelers in making lodging & other reservations & suggesting locations throughout state where travelers' time can be spent.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of supervisory principles & techniques\*; employee training & development; public relations; agency policies & procedures applicable to operations in Travel Information Centers; inventory control\*. Ability to gather, collate & classify information about data, people or things; apply principles to solve practical, everyday problems; maintain accurate records; answer routine inquiries from public; establish friendly atmosphere as supervisor of work unit.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

12 mos. trg. or 12 mos. exp. in public relations; 12 mos. trg. or 12 mos. exp. in agency policies & procedures applicable to operations in Travel & Tourism; 6 mos. trg. or 6 mos. exp. in employee training & development.

-Or 12 mos. exp. as Travel Counselor 2, 64372.

-Or 18 mos. exp. as Travel Counselor 1, 64371.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

May be required to work weekends; works 10 hour days; works in confined areas.