

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

Travel Counselor

SERIES NO.:

6437

MAJOR AGENCIES:

Transportation

EFFECTIVE DATE:

05/12/2019

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.

JOB TITLE

Travel Counselor Supervisor

JOB CODE

64375

PAY GRADE

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>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Travel Counselor Supervisor	64375	22	09/04/2005	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.

COMPETENCIES

Getting Information
 Communicating with Supervisors, Peers, or Subordinates
 Establishing and Maintaining Interpersonal Relationships

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.