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.

JOBS TITLE  JOB CODE  PAY GRADE  EFFECTIVE
Travel Counselor Supervisor  64375  09  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.
JOB TITLE: Travel Counselor Supervisor

JOB CODE: 64375

B. U.: 22

EFFECTIVE: 09/04/2005

PAY GRADE: 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.