

WORCESTER COUNTY JOB OPPORTUNITIES

DEPARTMENT: TOURISM

JOB TITLE: WELCOME CENTER- GREETER

COMPENSATION: GRADE 8 /STEP 8 \$18.69 HOURLY
(PART-TIME)- MAX OF 350 ANNUAL HOURS

WORK LOCATION: WORCESTER COUNTY WELCOME CENTER- 144 OCEAN HWY,
POCOMOKE CITY, MD 21851

WORK SCHEDULE: WORK SCHEDULE MAY VARY SEASONALLY, THE WELCOME CENTER IS
OPEN 7 DAYS PER WEEK FROM 8AM-4:30PM, SO SOME WEEKENDS WILL
BE REQUIRED

APPLICATION PERIOD: UNTIL FILLED

JOB SUMMARY: Welcome Center Greeters assist and report directly to the Welcome Center Manager in maintaining pleasant and efficient daily operation and orderly environment. Provide visitors with information on travel-related opportunities within Worcester County and surrounding areas.

GENERAL REQUIREMENTS

- Pre-employment background check

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Greeting the public in a friendly, courteous, and professional manner upon their entrance to Welcome Center
- Provide promotional materials, brochures, and advertisements outlining events and points of interest
- Demonstrate effective communication skills regarding visitor questions
- Maintain orderly records for statistical reporting
- Must be able to maintain a professional and pleasant attitude at all times
- Assist in presentation and maintenance of adequate supplies of travel materials/brochures
- Research questions online or by calling businesses if unable to answer visitor's questions
- Establish and maintain harmonious working relationships with co-workers, elected or appointed officials, and the general public using tact, discretion, sound judgment, and professionalism
- Complete assigned tasks accurately and by established deadlines
- Cross train and backs up other staff as needed at the Pocomoke Welcome Center or Snow Hill office

- Comply with safety programs, procedures, training, fire drills, COOP plans, etc., and work safely
- Ensure confidentiality of information and records and comply with the record retention schedule
- Adhere to the Worcester County Government Personnel Rules & Regulations
- Perform all other duties as assigned

QUALIFICATIONS AND SKILLS

- Knowledge of Worcester County and surrounding areas of interest
- High School Graduate or Equivalent
- Exceptional oral and written communication skills
- Ability to work with a diversity of visitors
- Proficiency in Microsoft Office (Word, Excel, etc.) Outlook, and Internet

SAFETY ANALYSIS

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (<75% of the time)

Constant sitting, Frequent standing, Frequent talking, hearing; Occasional pushing, pulling, carrying, lifting, up to 45 lbs. No known significant hazard risk.

Worcester County Government Benefits Information

Worcester County Government offers its employees a comprehensive benefits package, including medical, dental, and vision insurance, paid time off, holidays, retirement plans, and much more! To learn more details about our full range of benefits, please view our Benefits Guide at <https://www.jobs.worcestermd.gov>.

Paid Time Off

Full time employees can accrue up to 248 hours of paid time off in the first year of employment starting on the first full pay period. This includes up to 80 hours of vacation, up to 120 hours of sick, and up to 48 hours of personal leave. The accrual for vacation increases after 6 years and 11 years. Unused vacation and sick leave can be rolled over annually as outlined in the policy details. Full time employees are granted 14 paid holidays in calendar year 2025.

Medical Benefits

Full time employees are eligible for medical, dental, vision, flexible spending account(s), and AFLAC voluntary plans on the first day of the month after date of hire. Please visit our on-line Benefits Guide at the link above for additional details about the plans, co-pays, and premiums.

Full time employees are eligible for county paid life insurance and long-term disability insurance on the first day of the month following six months of employment.

Retirement

All employees budgeted for 500 hours, or more will automatically participate in Maryland State Retirement effective on the date of hire, if not already retired from a Maryland State Retirement system. All employees are eligible to participate in a deferred compensation plan that offers pre-tax and ROTH contribution options. The county provides a \$1 for \$1 match of employee's contributions up to a maximum of \$1,000 per fiscal year as outlined in the plan documents.

Part Time Employees

Part time employees are eligible to participate in the deferred compensation plan on the first day of the month after date of hire. Part time employees are eligible to earn 1 hour for every 30 hours worked of sick leave (up to 64 hours). Sick leave can be taken after a 106-day waiting period.

Extras for All Employees

All employees are eligible to use the Fitness Room at the Worcester County Recreation Center at no cost. All employees have access to an Employee Assistance Program that provides telephone consultations and up to 3 face-to-face visits per year. All employees are eligible for SECU credit union membership.

For more information, please view our Benefits Guide at <https://www.jobs.worcestermd.gov> or call Human Resources at 410-632-0090.