



STATE OF COLORADO  
invites applications for the position of:

# Visitor Services Reservation Specialist and Information Desk Support

This announcement is not governed by the selection processes of the classified personnel system. Applications will be considered from residents and non-residents of Colorado.

**CLASS TITLE:** NON-CLASSIFIED

**LOCATION:** Denver Metro, Colorado

**PRIMARY PHYSICAL WORK ADDRESS:** 200 E. Colfax Ave., Room 029, State Capitol, Denver, CO 80203

**SALARY:** Depends on Qualifications

**FLSA STATUS:** Exempt; position is not eligible for overtime compensation.

**OPENING DATE:** 09/25/15

**CLOSING DATE:** 10/9/15 11:59 PM

**JOB TYPE:** Full Time

**DEPARTMENT INFORMATION:**

**EMPLOYMENT OPPORTUNITY**  
**Colorado General Assembly**  
**Colorado Legislative Council**

**DESCRIPTION OF JOB:**

Legislative Council Staff is accepting applications for a Visitor Services Reservation Specialist and Information Desk Support at the Colorado State Capitol. This position involves making reservations for groups, answering phones, maintaining inventory for the Capitol Gift Desk and brochure racks, and guiding tours as needed. The ideal candidate should have experience in customer service and administrative work and love working with people of all ages and backgrounds.

**Job Details**

- Schedule group visits on reservation system
- Answer phone calls pertaining to reservation scheduling and general Capitol information
- Maintain gift desk supplies, inventory and cash register
- Assist in the inventory and order of brochures, maps, and magazine supplies
- Provide general information and tour information to visitors
- Be familiar with tour logistics and daily operations
- Provide tours as needed

**High Performance Competencies**

- Strong communication skills, both written and oral
- Ability to work through disruptions and noise
- Ability to work at satellite locations throughout the Capitol
- Must love working with children
- Customer service skills
- Organizational skills
- Computer proficiency and trouble-shooting
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**Education/Experience**

- Minimum requirement of high school diploma or GED certificate
- Customer service/administrative experience preferred

Salary level is commensurate with education and experience. Legislative Council Staff employees are not members of the state personnel system, although employment includes coverage under the State of Colorado benefits package.

**SUPPLEMENTAL INFORMATION:****To Apply for this Position:**

The following information **must** be included for consideration:

- cover letter outlining your qualifications;
- resume;
- salary requirements; and
- list of three professional references.

Send to:

Theresa Holst  
Manager of Visitor Services  
Colorado Legislative Council  
200 E. Colfax Ave, Room 029, State Capitol  
Denver, Colorado 80203  
E-mail: [theresa.holst@state.co.us](mailto:theresa.holst@state.co.us)

Application review will begin October 13, 2015, and continue until the position is filled. The Colorado Legislative Council is an equal opportunity employer.

Additional information about the Colorado Legislative Council can be found at <https://www.colorado.gov/cga-legislativecouncil>

**DEPARTMENT CONTACT INFORMATION:**

Theresa Holst E-mail: [theresa.holst@state.co.us](mailto:theresa.holst@state.co.us)

**METHODS OF APPOINTMENT:** This position is not part of the classified state personnel system.

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.colorado.gov/jobs>

Position #MCA-002-09/25  
Visitor Services Reservation Specialist and Information  
Desk Support AW

THE STATE OF COLORADO IS AN EQUAL OPPORTUNITY EMPLOYER.

