

visitors to encourage travel to the major islands in the Hawaiian chain; and for incidentally performing various clerical duties and other related duties as assigned.

An incumbent of a position in this class works under the general supervision of a higher level Visitor Information Program Assistant. Work assignments are reviewed for adequacy, compliance with instructions and proper application of operational practices and techniques. Available guidelines include the Procedures Governing the Visitor Information Program; the Visitor Information Program Standard Operating Procedures Manual; and departmental policies.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

Greets, welcomes and assists the traveling public at State-operated airport and harbor terminals; provides information of interest to the traveling public relative to hotels and other accommodations, ground and air transportation, tourist attractions and activities; etc.; disseminates maps, brochures and periodicals at airport and harbor terminals; presents flowers and serves juice; explains or answers questions pertaining to Hawaiian history and culture; assists U.S. Health Immigration and Customs personnel in foreign arrivals area by controlling the flow of travelers into Immigration and making baggage area assignments in Customs; takes and maintains adequate inventory of informative literature, brochures, office supplies, etc.; answers and logs all personal contact and telephone queries; assists in resolving complaints or refers them to the supervisor; prepares daily operational reports and assists in compiling required monthly reports; makes periodic checks with Ramp Control and airline operations personnel to keep flight schedule information current; performs paging services and/or relays requests to the proper personnel; receives and relays messages/disseminates information to the traveling public, airport users, tour leaders and operational personnel; conducts or assists in conducting airport and harbor tours; and reports unusual occurrences to the supervisor.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Tourist attractions and facilities on all islands; pertinent departmental and program policies and

procedures; pertinent regulations; fundamentals of good grooming and etiquette; public relations; and spoken English, grammar and word usage.

Ability to: Deal courteously and tactfully with the traveling public and others; speak clearly and pleasantly; maintain prescribed standards of grooming and personal conduct; keep simple records; and read, understand and follow oral and written instructions.

VISITOR INFORMATION PROGRAM ASSISTANT II
(VISITOR INFO PRGM ASST II)

1.927

Class Distinguishers:

This class involves responsibility for speaking a designated foreign language as well as the English language while greeting, welcoming and assisting the traveling public at State-operated airport and harbor terminals. It further involves responsibility for providing information of interest to visitors to encourage travel to the major islands in the Hawaiian chain, and for incidentally performing various clerical duties and other related duties as assigned.

The nature of supervision received by an incumbent and the nature of available guidelines for performance of work are similar to the next lower level class in this series.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

In addition to the duties of the next lower level of this series, a Visitor Information Program Assistant II position is responsible for speaking a designated foreign language while conversing with the traveling public and others, and for providing interpreter services as required.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

In addition to the knowledge and abilities required at the Visitor Information Program Assistant I level, an incumbent of a

position at this level must have knowledge of the spoken form of a designated foreign language and the ability to speak the designated foreign language clearly.

VISITOR INFORMATION PROGRAM ASSISTANT III **1.928**
(VISITOR INFO PRGM ASST III)

Class Distinguishers:

This class involves responsibility for supervising the day-to-day activities of a statewide visitor information program and performing other operationally related activities such as maintaining inventory and distribution of uniforms, equipment and supplies; compiling periodic operational and statistical reports; and performing other related duties as assigned. Supervision is exercised over a group of lower level Visitor Information Program Assistant positions; and general supervision is received from a Visitor Information Specialist. Unusual requests or unanticipated events are normally referred to the supervisor for instructions before action is taken.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

Plans, assigns and reviews the work of lower level Visitor Information Program Assistants; conducts on-the-job training of subordinates as assigned and as needed; resolves operational problems except for unusual or complex cases which are referred to the supervisor; prepares and compiles operational reports; receives and resolves complaints or refers them to appropriate office as necessary; evaluates the work performance of subordinates; recommends approval or disapproval of requests for leaves of absence; prepares requisitions for supplies and other items; maintains daily log of all operational activities at airport and harbor terminals; and participates in special greeting assignments and conducts airport or harbor tours as required.

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Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

In addition to the knowledge and abilities required at the Visitor Information Program Assistant I level, an incumbent of a position at this level must have knowledge of the principles and practices of supervision; knowledge of policies, procedures and regulations pertinent to the Visitor Information Program; the ability to plan, assign and review the work of others; and the ability to train and develop new employees.