



FY 2019 Recommended Budget Budget Question

Board Question #: 51

BUDGET QUESTION: What is the intention of the four EDT positions at the Visitors Center?

RESPONSE: The traditional part-time Visitors Center counselor position is expected to transition to a full-time customer service position. Whereas there has been funding in the past for 10 part-time counselors, it is recommended that that funding and more be used to create four full-time Economic Development & Tourism Assistant positions.

These Assistants will answer general questions about tourism, water/sewer bills, taxes, public hearings, budgets, voting districts, economic development projects and news stories, and will refer customers to the right source for further information and assistance. The Assistants will be computer/technology savvy and will use sophisticated computer/printer/apps to assist visitors. The traditional Visitors Center role of handing out printed materials will be dramatically expanded to include community engagement on major efforts across County departments.

Customer service locations could include the Towne Center, Utilities Department, Southpoint, Merchants Square, or elsewhere.