

GOSHEN ECONOMIC DEVELOPMENT

JOB DESCRIPTION

POSITION:	Visitor Center Manager, Non-Exempt
ACCOUNTABLE TO:	Community Development Director and CEO
SUMMARY:	Responsible for operation of the visitor center and assists the CEO and Team in managing operations of the Chamber office.

DUTIES AND RESPONSIBILITIES:

Customer Service

- Responsible for covering the Visitor Center desk
- Greet visitors, directs calls, takes, and relays messages, answers inquiries and provides information in person or on the phone.
- Documentation of all tourism inquiries by source and entry of all tourism inquiries into a computer database.
- Fulfillment of all tourism inquiries — compiling applicable brochures, labeling envelopes and packages, and mailing.
- Having regular office hours year-round to assist walk-in visitors.
- Promoting Goshen County tourism in print and on gogoshen.net website and all social media platforms.
- Assisting with implementation of Goshen County tourism marketing plan.
- Provide a monthly tourism inquiry response report to include number of phone calls, mail and walk-in visitor inquiries, number of bulk brochures distributed, and an address listing of inquiry responses.
- Provide upkeep to the visitor center with enhanced and rotating displays.
- Provides a working relationship with all motels, hotels, and RV parks by providing them with brochures and event information.
- Distributes weekly chamber chat and weekend events.
 - Releases flyers to gogoshen.net website, Facebook, 1610 radio, newspapers, media outlets, travelwyoming.com, Twitter, Wren magazine and documents activity on executive pulse.
- Helps with implementation of GCEDC and chamber events.
- Maintains GCEDC Business Lunch N' Learn promotion, food, and RSVP's.

Information Technology

- Maintains database (Constant Contact) of clients, members, committees, and other contacts. Maintains corporate records and files; maintains office equipment.

Chamber, Tourism, Main Street and Downtown Development Support

- Schedules meetings/appointments, collects RSVP's (contacts meeting attendees 3 days prior to meeting id to RSVP received)
- Organizes meetings (i.e. coordinating schedules, reserving meeting location, ordering food/refreshments, room set-up, and clean-up).
- Provides correspondence, reports and meeting notices to directors, members and other volunteers of all meetings and events.
- Builds meeting packet in OnBoard 2 weeks prior to meeting
 - Creates meeting agenda
 - Prepares meeting minutes and send to Community Development Director for approval
 - Once approved uploads meeting minutes in OnBoard/ meeting packet.
- Copies Community Development Director on all project communications
- Projects
 - 3RD Thursday, Ag Breakfast, Fair Parade, Halloween activities, Christmas Activities, Main Street activities, Travel Tourism week and others as assigned.
- Must coordinate with Community Development Director prior to being away from Visitor Center desk

Office Support

- Performs photocopying and other production services.
- Receives and sorts mail and deliveries.

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- Tidy and maintains common areas, kitchen area and bathrooms.
 - Cleaning surfaces, emptying trash, vacuuming, restocking items used, picking up messes as needed.
- Orders and maintains office and cleaning supplies.
- Assures the refrigerator is fully stocked with drinks and daily necessities for meetings prior to day of.
- General administrative support to CEO, Team, and 21st and Main tenants.
- Data entry.
- Other duties as assigned.

Property Management

- Scheduling use of meeting rooms.
- Scheduling maintenance of property owned by GCEDC.

Competencies

- Verbal and written communication skills.
- Professional personal presentation.
- Customer service orientation.
- Information management.
- Organizing and planning.
- Attention to detail.
- Stress tolerance.
- Demonstrated computer skills and software proficiencies, i.e. Microsoft Office Word, Publisher, PowerPoint, Excel, Access, QuickBooks, Illustrator, Photoshop, InDesign, Web Page Maintenance.
- Working knowledge of internet.
- Problem solving and decision making.

QUALIFICATIONS:

- Associate degree required; Bachelor's degree preferred.
- Two years' experience with marketing, account management, or office management.

WORKING CONDITIONS:

Physical Work Demands

- Business attire required.
- Able to sit and work at a computer keyboard for extended periods of time.
- Able to stoop, kneel, bend at waist, and reach on daily basis.
- Able to lift 25 pounds occasionally.

Mental Work Demands

- Regular and on-time attendance.
- Flexibility to accommodate varying schedule, typically 40 hours per week, with some early morning or evening meetings.
- Works well with others.
- Noise.
- Ability to adjust to fast-paced work environment and be responsive to needs of clients and co-workers.
- Verbal contact with others.
- Occasional travel by conventional means including motor vehicle and the like within the county and to other locations in the state/region as required.

Organization Chart

- Reports to the Community Development Director
- Time off requests must be submitted in advance