

Albany Visitors Association Visitor Services Manager

Position Description

- **Overview:** The person filling this position is outgoing and friendly. She/he is a good team player and works well with fellow staff members. This person has a good understanding of the community and its events. They are able to give directions clearly and concisely to locations throughout the community. He/She is organized, reliable, and punctual. This person is also able to resolve difficult situations calmly and tactfully.
- **Hours: 40 hours per week**
 - Any additional hours subject to prior approval.
 - Office hours are 8:30am to 5:00pm Monday through Friday
 - + Assist during AVA events or when additional coverage is needed such as social media response
- **Reports to and evaluated by:** The Executive Director; this is a non-exempt position
- **The person filling this position is responsible for the following:**
 - Open and close office (8:30am to 5:00pm)
 - Turn on/off machines, turn on/off lights, open/secure office, put signs out, make coffee as needed.
 - Assist visitors with information and directions
 - Maintain weekly statistics of walk-ins and telephone requests.
 - Enter calendar items on website. Oversee the maintenance of online event calendar, OTIS (Oregon Travel Information System), OFEA and KEZI
 - Maintain workable knowledge of local communities, services, events, and attractions.
 - Maintain brochure racks, lobby front of building, including outside racks.
 - Manage brochure stock.
 - Choose stock, reorder stock as needed, maintain lobby & racks.
 - Assist in delivering brochures to hotels/motels and other distribution points.
 - Maintain organization in the storage areas and keep an inventory of stock.
 - Help maintain organization and supplies in the kiosks including Santiam Rest Area Kiosk
 - Answer the telephone & email for Albany Visitors Association
 - Retrieve voice mail messages. Retrieve and sort mail, use postage meter, send mailings.
 - Manage recycling & garbage, clean up kitchen and conference room areas
 - Assist with sales of promotional items and track sales revenue.
 - Including credit cards sales. Balance cash box used for sales and prepare deposit
 - Manage State Parks Permits Sales
 - Maintain list of contacts for hotels, restaurants, media and other industry partners
 - Assist when needed with distribution of media releases.
 - Assist as needed with correspondence, proofreading, information gathering, phone calling, etc.
 - Assist with website making corrections and updates, routine posts/shares on AVA social media and e-newsletter preparation.
 - Prepare monthly reports, Help write annual city grant request & bi-annual progress reports.
 - Maintain monthly statistics of AVA activity including: reader board placements, Flickr account views, social media stats, office volunteer hours, visitor walk-ins and phone calls.
 - Oversee AVA events including Nighttime Magic, Annual Photo Contest, Passport Program.
 - Assist in photo storage, image cataloging and distribution of photos.
 - Frequently lifts up to #35 managing brochure stock, displays and supplies.
 - Other tasks as assigned by the Executive Director

Own vehicle required. Some travel and evening and weekend hours.

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