

## **Golden Isles CVB**

### **Job Description**

**TITLE:**                   **Operations Manager**

**REPORTS TO:**        CEO

Status:                   Part-time/Full-time

#### **JOB DESCRIPTION SUMMARY:**

Directs, manages, and controls operational activities, including leadership and development, planning, individual project management, company operations, human resources, monitoring company programs and policies, and establishes good vendor relations. Lead for all internal and external responsibilities related to financial operations, retail and welcome centers, and administrative support. Performs complex and diverse administrative duties – professionally, with commitment, and with authority. Interacts with high-level contacts and information, requiring considerable use of tact, diplomacy, and judgment.

Responsible for managing corporate operations, overseeing of hiring, training staff. Oversees the overall maintenance and service of the properties, management of contracts and fiscal policies and reporting. Manages a diverse portfolio of individual projects that lead to revenue growth of company. Manages various departments' administrative work to ensure robust functionality of the team. Leads by example, helping maintain the highest standards of excellence – internally and externally.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

##### **Leadership and Development**

- Performs administrative and operational support to include financial tracking and reporting, word processing, spreadsheets, PowerPoints, retail management and other duties as assigned. Processes routine clerical tasks independently and with acute accuracy.
- Processes accounts payable invoices, receivables and distribute checks to vendors on a timely basis. Helps to maintain accurate accounts payable records, including an Excel-based cash flow worksheet, within the framework of the existing accounting structure.
- Assists with meeting logistics, set-up, and maintaining records and corporate functions. Assists with managing the vendors and subcontractors. Posts and accomplishes work independently and engages with other departmental staff's program of work and/or items of general interest to industry partners.
- Coordinates logistics and offers clerical support for managers trips and client presentations, including ordering, preparing, and shipping materials in advance.
- In cooperation with the marketing department, provides research assistance for specific projects to help staff make strategic decisions.
- Enters and maintains records in the customer relationship management database (CRM), including account and partner updates and contacts received by staff from media tours, sales missions, trade shows and other activities.
- Oversees the administrative functions of retail operations and financial management of welcome centers and annual budgeting.
- Establishes training standards for personnel and performance, service to guests, retail sales, partner relations, and customer service.
- Can prioritize projects and requests based on need, urgency and timing demands and communicate availability and time constraints to staff.

- Ensures that each department is adequately staffed according to the business demands and approved budgets.
- Communicates directly and timely with the CEO before adopting any policy changes, schedules, or addressing HR issues.
- Screens and recruits new employees for vacant positions, including advertising, interviewing, and reference checks.
- Responsible for planning, developing and implementing employee policies and procedures in conjunction with the management company's direction.
- Updates, interprets, and assists in enforcing compliance with Employee Handbook Policies.
- Conducts performance evaluations, coaching, corrective action, and assists with HR issues in compliance with policies and regulations.

### **Planning and Operations**

- Oversees the day-to-day operations of the CVB, including planning for, implementing, and following through on bottom-line results.
- Participates in the planning process for the CVB, including setting goals and celebrating milestones.
- Manages various operational projects and ensures accountability for progress and completion.
- Directs the facilities-related operations, including responsibility for image, safety, cleanliness, maintenance, and organization.

### **Retail Management**

- Takes an active interest and role in the promotion and generation of income for retail sales.
- Oversees and maintains all stock of the retail store and welcome centers

### **Recordkeeping and Reports**

- Reviews weekly and daily paperwork for accuracy and timely completion of reports.
- Distributes weekly, monthly, quarterly comprehensive sales and activity reports.
- Prepares required reports for meetings as requested.
- Reviews, verifies, and approves vendor invoices in a timely manner.
- Types/Creates graphics presentations and reports to be used for product/project reviews, vendor meetings, and customer meetings based on information and instruction received.
- Completes copying and binding requirements for distribution.
- Participates in the budget management and forecasting process.
- Maintains accurate and current personnel records and ensure all policies are followed.

### **Technology and Administration**

- Assists in overseeing IT functions for the company, including fully implementing a project management system.
- Makes arrangements for on-going digital data storage, e.g. cloud back-up.
- Performs various detail-oriented duties including internet research, setting up new hires, setting up files, ordering supplies and equipment, photocopying documents and distributing mail.
- Coordinates meetings including travel, location, catering, etc. Manages expense process.
- Types and proofreads correspondence, reports, and forms; corrects grammar and formatting errors; drafts brief correspondence of a routine nature.
- Coordinates the various internal and external cameras operated by the CVB for marketing and security purposes.
- Assists in the development, implementation and monitoring of internal operating systems and procedures and processes.

## **Communication and Miscellaneous**

- Works with businesses to resolve problems or complaints. Handles special requests and unusual circumstances with empathy and understanding to improve overall business and guest satisfaction.
- Conducts himself/herself professionally.
- Performs other duties as assigned.
- Maintains confidentiality of sensitive and confidential information of individuals, partners, and the company.
- Contributes to the positive environment of the team and the company.

## **QUALIFICATIONS:**

### **Knowledge and Experience**

- Bachelor's degree in business, retail or hospitality, management, or related field, preferred.
- Three years' experience in resort operations, business operations, general HR functions, administration, and project management preferred.
- Proven energetic, self-starting, positive team player with a professional demeanor.
- Proven experience and proficiency in Microsoft Office suite, Square, QuickBooks, database management, spreadsheets and Excel.
- Highly organized individual with a compelling writing style and excellent grammatical and verbal communication skills.
- Management of staff and department experience and proficiency.

### **Skills and Abilities**

- Ability to effectively manage a successful team.
- Strong organizational and time management skills with the ability to balance many tasks simultaneously.
- Ability to work independently, problem-solve and take the initiative.
- Ability to exercise sound judgment and diplomacy in a wide variety of public contact situations.
- Ability to deal tactfully and professionally with Businesses, guests, and public.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, accounting records and procedure manuals.
- Ability to write routine reports and correspondence via personal use of word processing and spreadsheet software.
- Ability to speak effectively before guests and employees of organization.
- Ability to calculate figures and amounts such as discounts, commissions, percentages, and payments. Ability to apply concepts of business math.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

### **Physical Demands**

- Typical office environment.
- Ability to properly and safely lift 20 pounds to waist height.

### **Compensation (Part-time or Full Time)**

Compensation will consist of an attractive base salary, vacation, sick time, health, life and dental insurance benefits and participation in company retirement program. Benefits program is for full-time work

**Please submit a resume and cover letter with salary requirements to [employment@goldenisles.com](mailto:employment@goldenisles.com)**