**Title:** I-95 Welcome Center Supervisor

**Classification:** Full Time or Part Time

**Qualifications:** A minimum of 3 years customer service and/or administrative experience. 2-4-year college education is required.

**Salary Range:** Based Upon Experience

**Benefits Package**

- Full time only: 10 vacation days, 6 days of sick time, paid holidays, full health and dental benefits for employee and participation in the company's retirement program when eligible.

**Review:**

- Formal review after 3 months, as needed and then bi-annually

**Reports to:**

- This position reports to the Operations Manager. Exact working hours and days are to be determined; however, schedule will include occasional weekends.

**Job Description Summary:**

Responsible for the overall operation of the Welcome Center portion of the company, including maintaining good working relationships with Welcome Center Staff, the administrative team, and the community. Duties include but are not limited to, overseeing the overall maintenance and service of the I-95 Welcome Center, ensuring that reports are processed properly and on time, ensuring that proper inventories are maintained, maintaining proper contact with community, establishing good vendor relations interacting with staff, and monitoring company programs and policies.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Actively works and performs all the duties as outlined in the Welcome Center Specialist job description including working shifts in the Welcome Center.
- Scheduling all Welcome Center Staff and managing staff to ensure job duties are being met. Hiring new staff when needed and taking corrective action when staff is not performing to expectation.
- Sets the example of highest standards by demonstrating working excellence.
- Takes an active interest and role in the promotion and generation of sales & marketing projects.
- Completes and Reviews weekly and daily paperwork for accuracy and timely completion and compiles the following reports in easy to follow excel sheets in graph formats.
  1. Visitor traffic by hour/day/month/year as well as year over comparisons for each center.
  2. Visitor information data to include day/overnight visitor, origin of travel, final destination and how they heard of us.
  3. Visitor guide inventory for welcome center and distribution by area, by week/month/year.
  4. Assist in database building for area center to include email and contact information and submitting data in company database.
  5. Track and monitor all center activities.
- Ensures that the centers are adequately staffed and scheduled according to the business demands.
• Communicates clearly to Operations Manager and/or CEO before adopting any changes to policy, schedules, use of funds, or addressing HR functions.
• Approves the coordination and planning of visitor activities and special events as directed.
• Oversee Welcome Center general operations with feedback from Operations Manager and CEO.
• Communicate/coordinate all promotions & system improvements with Operations Manager and CEO.
• Assess web site daily, to ensure packages are actively promoted and displayed.
• Responsible for implementing employee policies and procedures in conjunction with the company’s direction.
• Responsible for overall cleanliness of Welcome Center facility.
• Works with partners on a personal level to resolve problems or complaints. Handles special requests and unusual circumstances with compassion and understanding, in order to improve overall business and visitor satisfaction.
• Serves as liaison between partners, company, and Welcome Center. Provides information and assistance to partners inquiring about management and company policies and procedures.
• Conducts himself/herself in a positive and professional manner at all times and provides the best example for fellow staff members.
• Follows all rules and regulations set forth in the Employee Handbook and by CEO.
• Works closely and cross functionally with administrative team to ensure goals are achieved.
• Other duties as assigned.

QUALIFICATIONS:

• 2-4 Year College Degree
• Strong communication skills – effective written and oral
• Expertise with Microsoft Office Suite – Word, Excel, PowerPoint
• Ability to deal tactfully and professionally with partners, visitors, and public.
• 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. Execute action plans

Other Relevant Aspects of Position

• Requires some travel for meetings, trade shows, etc. Weekend work may be necessary, other duties as assigned.
• Ability to travel by air, drive a vehicle and maintain a valid driver’s license throughout employment.

Please submit a resume and cover letter with salary requirements to Goldenislesjobs@gmail.com