

**Milledgeville-Baldwin Convention & Visitors Bureau
Job Description**

Position Title: Visitor Services Manager
Reports To: Executive Director
Status: Part-Time
Hours: 20 hours per week
Salary Range: \$20.00 per hour

Summary: In this pivotal role, the Visitor Services Manager will be the first impression for countless visitors, showcasing Milledgeville-Baldwin County's unique brand, rich history, and captivating attractions. The ideal candidate will have a warm demeanor and meticulous approach that will ensure guests leave with a positive impression and a desire to explore more of our beautiful community.

Responsibilities:

- **Creating Excellent Customer Experiences:** Lead the daily operations of our Visitor Center, ensuring a welcoming, tidy, and organized space that prioritizes customer service for guests.
- **Becoming a Milledgeville Expert:** Respond to inquiries from all channels – phone, email, and in-person – providing accurate, up-to-date information on local hotels, attractions, dining, retail, and events.
- **Leading with Excellence:** Oversee opening and closing procedures, manage the daily schedule for our dedicated visitor service and trolley staff/volunteers, and coordinate breaks and lunches.
- **Driving Retail Success:** Manage all retail sales and trolley monetary transactions, and oversee our locally-sourced Mercantile merchandise area, including managing consignment relationships, purchasing new items, and creating engaging displays.
- **Hosting Engaging Events:** Organize impactful bi-annual welcome center events that boost our presence within the Milledgeville community.
- **Collaborating and Innovating:** Work closely with the Executive Director and Marketing Director to recommend compelling collateral materials and ensure effective lead fulfillment for advertising campaigns.
- **Empowering Our Team:** Train Information Specialists, Trolley Drivers, and Tour Guides to deliver exceptional hospitality and efficiency, ensuring they are well-equipped to share accurate information about Milledgeville and Georgia.

Qualifications & Skills:

- **A Naturally Welcoming Spirit:** A positive and hospitable demeanor with a love for people and customer service
- **Exceptional Communication:** Superb verbal and written communication skills, a fantastic listener, always seeking clarity.
- **Organization & Precision:** Highly organized, detail-oriented, and thrives in a dynamic environment.
- **Proactive & Resourceful:** A self-starter who takes initiative and finds solutions.
- **Technical Savvy:** Proficiency in Microsoft Office Suite, QuickBooks, Google Docs, and the ability to confidently use a company phone system.
- **Integrity & Professionalism:** Upholds high ethical standards and conducts oneself with the utmost professionalism.

Preferred Experience:

- A Bachelor's degree in Hospitality, Marketing, Communications, or a related field.
- At least two years of customer service experience, ideally within hospitality or a customer-facing management role.
- A working knowledge of Milledgeville's history and cultural attractions is a bonus.

Physical demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees must be able to lift and carry 30 lbs. In addition, this position may require minimal (10%) travel, including overnight stays.

Why Milledgeville?

Milledgeville-Baldwin County is a community rich in history, natural beauty, and Southern charm. By joining our team, you'll play a vital role in showcasing what makes our home so special, directly contributing to local tourism and economic growth. We offer a supportive and collaborative work environment where your contributions are valued and your passion for hospitality can truly shine.

Ready to Welcome the World to Milledgeville?

If you are excited by the opportunity to be a key player in our community's visitor experience, we would love to hear from you! Please send a cover letter and resume to Rebekah Snider at rebekah@visitmilledgeville.com.

Equal Opportunity Employer:

The Milledgeville-Baldwin Convention and Visitors Bureau is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.