



**Valdez Convention & Visitors Bureau
Services Manager**

Closing Date: Open Until Filled

Terms of Employment: Permanent, Full-Time

Compensation: Hourly range is \$21 - \$23.00. Includes health benefits, paid holidays, sick leave, and accrued vacation time.

Summary

The Services Manager's primary responsibility is Visitor Center daily operations and visitor services support.

Responsibilities and Tasks:

- Perform Visitor Center opening/closing procedures, turning on/off all signs, displays, and building lights.
- Answer phone calls and emails throughout the day.
- Assist visitors with information on the community, business members, and different activities available.
- Ensure rack cards are full and organized. Maintain contact with other visitor centers to ensure inventory of our and their visitor guides and member rack cards are stocked and up to date.
- Process guide requests from phone calls, emails, valdezalaska.org, and Anchorage Leads program.
- Mail out guides, fill out addresses for mailing to individuals, and when needed prepare bulk mailings.
- Track tourism statistics for monthly reporting.
- Keep the community bulletin board up to date.
- Ensure that the Visitors Center is clean and presentable for visitors and staff.
- Be able to operate the Square retail sales system to make retail sales, and maintain inventory and stock of retail items.
- Be able to handle cash, reconcile petty cash, upload facility receipts, print checks, and assist the Executive Director with keeping the VCVB accountant up to date with needed financial records.
- Shovel/gravel/sweep front and parking area as needed.
- Assist with hiring a seasonal Services Coordinator.

This job description is not intended to be all-inclusive. VCVB employees will perform other duties to meet the organization's ongoing needs.

Qualifications and Skills:

High School/GED + 2 years of work experience,
Knowledge of Microsoft Office Suite,
Excellent customer service skills in assisting visitors,
Excellent verbal and written skills,
Understands time management and is detail-oriented,
Occasional in-state travel,
Supervisory experience, helpful.

Physical Requirements:

Ability to maintain regular attendance consistent with federal, state, and local standards.
Must be able to lift and carry up to 25 lbs.

Contact Information: If you are qualified and interested in being considered as a candidate for this opportunity, please submit a 1) cover letter outlining your qualifications, 2) two-page resume, including 3) three professional references to the VCVB Executive Director.

Position Contact

Maggie Nylund, Interim Executive Director
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