**Title:**

**Classification:**

**Qualifications:**

**Salary Range:**

**Benefits Package**

**Review**: **Reports to:**

**I-95 Welcome Center Supervisor**

**JOB DESCRIPTIONSUMMARY:**

Responsible for the overall operation of the Welcome Center portion of the company, including maintaining good working relationships with the administrative team, both Welcome Center staff, vendors, and the community. Duties include but are not limited to, supervising VIC staff, overseeing the overall maintenance and service of the I-95 Welcome Center, proper processing of reports in a timely manner, ensuring that required inventories are maintained, maintaining proper contact with community, establishing good vendor relations, interacting with GDOT and security staff, and monitoring company programs and policies. Leads by example, builds morale, motivates, and helps maintain the highest standards of excellence in the company amongst the employees. Work regular scheduled hours at the VIC, I-95 Welcome Center, and the sister location on SSI to coordinate efforts.

Full Time or Part Time

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

Based Upon Experience

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.

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

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

**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 during the week and an occasional weekend, for both coverage and training purposes.
* Schedules all Welcome Center Staff and managing VIC staff to ensure job duties are being met.
* Ensures that the centers are adequately staffed and scheduled according to the business demands.
* Oversees payroll for I-95 center working with Director of Operations and bookkeeper to update timesheets and attendance records for all I-95 VIC staff and prep for bi-weekly payroll.
* Communicates clearly to Director of Operations and/or CEO before adopting any changes to policy, schedules, use of funds, or addressing HR functions. HR duties include hiring new staff when needed and in budget, taking corrective action when staff is not performing to expectation and assisting in any staff evaluations/reviews.

* Approves the coordination and planning of visitor activities and special events as directed with the assistance of the Director of Marketing and Director of Operations. Completes any feasibility reports prior and outcome data afterwards.
* Oversees I-95 Welcome Center general operations with feedback from Director of Operations and CEO.
* Handles ordering of office supplies as needed and in budget. Collaborates with Director of Operations to maintain financial records and office files (e.g. invoices) as required.
* Works with the State Welcome Centers and Explore GA staff to handle brochure ordering for stock.
* Communicates/coordinates all promotions & system improvements with Director of Operations and CEO.
* Takes responsibility in implementing employee policies and procedures in conjunction with the company’s direction.
* Oversees maintenance for overall cleanliness of I-95 Welcome Center facility including coordination of the cleaning efforts by staff daily and coordination with a cleaning service as needed.
* Works with Partnership Manager as requested to resolve partner 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 GDOT, company, and I-95 Welcome Center. Provides information and assistance to partners inquiring about management and company policies and procedures.
* Completes and reviews weekly and daily paperwork for accuracy and timely completion and compiles the following reports in easy to follow excel sheets and in graph formats.

1. Visitor traffic by hour/day/month/ year as well as year over comparisons for each center.
2. Visitor demographic information data as requested by Partnership Manager and/or CEO, to include data like day/overnight visitor, origin of travel, end destination, how they heard of us...
3. Brochure inventory for Welcome Center and distribution by area, by week/month/ and 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 and report as requested.

* 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.
* Oversees the safety program; makes sure that office area, kitchen, bathroom, storeroom, and showroom are safe for staff and visitors and works with GDOT and Director of Operations as needed to maintain.
* Assists in completion of incident reports for any issues personally seen or reviews incident reports completed by staff and makes sure follow-up and communication completed in a timely manner.
* Attends monthly All Staff meetings and any weekly scheduled Dept Head or Management staff meetings.
* At minimum, monthly meets with Director of Operations and peer supervisor at SSI Welcome Center to maintain collaborative efforts and an up to date “book of knowledge” and consistent procedures.
* Assists with supervisory coverage of SSI Welcome Center as needed and requested by Director of Operations and CEO.
* Participates as member of on-call Supervisor/Manager on Duty on weekends as scheduled.
* Works closely and cross functionally with administrative team to ensure goals are achieved.
* Sets the example of highest standards by demonstrating working excellence.
* Other duties as assigned.

**QUALIFICATIONS:**

* 2-4 Year College Degree
* Strong communication skills – effective written and oral
* Expertise with Microsoft Office Suite – Outlook, Word, Excel, PowerPoint
* Knowledge of Asana and Teams programs helpful
* 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.
* Ability to lift equivalent of at least 30lbs (e.g. visitor guide box).

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