



Travel Juneau's mission is to market Juneau to conventions, groups, and visitors.

Job Title: Visitor Information Services Manager

Objective: *To enrich Juneau's visitor experience by providing accurate and consistent information through exceptional customer service. Our goal is to attract prospective visitors, increase visitor spending, and encourage visitors to return to Juneau in the future.*

Work schedule: Full-time, year-round, overtime exempt

Salary range: \$70,000 - \$75,000

Reports to: President & CEO

Benefits: Optional medical & 401(K); paid life insurance benefit; accrued personal leave and sick leave; optional hybrid work schedule after successful 90-day orientation; paid parking

Position summary:

This integral position enhances the overall visitor experience in Juneau. The position sets the tone for excellent customer service throughout the year, especially during the busy summer season, and ensures that all information at the visitor sites is not only accurate but delivered in a friendly, consistent, and professional manner - the sites will assist upwards of 125,000 visitors during the season. Tracking and reporting key data points, revising online information and handouts, managing 12 seasonal staff, and working collaboratively and collegially with the Travel Juneau staff are part of the manager's duties. An ideal candidate will have experience in staff management, databases, the Juneau visitor industry, and working successfully within a small, busy team.

Primary responsibilities:

- Recruit, train, schedule, and manage 12 part-time seasonal employees dedicated to the visitor information services facilities on the Juneau dock; training includes policies and procedures for the information sites
- Oversee the operations of four visitor information sites during the summer season
- Develop and deliver the components for seasonal staff orientation and training sessions to include expectations, presentations by vendors, a review of visitor information resources, procedures, and guidelines
- Represent Travel Juneau at community meetings and events relevant to Visitor Information Services department or as requested by President & CEO
- Assist with Travel Juneau special projects and events; work collaboratively with TJ team
- Respond to visitor inquiries by phone, email, and walk-ins in a timely and professional manner
- Perform extensive annual review and editing of visitor information resources
- Maintain visitor inquiries and collateral inventory in the CRM
- Stay current on partner products/services and regularly relay information to VIS staff
- Learn and maintain scheduling software (currently When I Work)
- Manage departmental budget
- Create and send regular seasonal staff communications
- Field complaints, concerns, and suggestions from seasonal staff and visitors
- Maintain and submit monthly statistical data, including number of inquiries, number of staff hours and visitor numbers by site, and reports to the President & CEO

Position & personality requirements:

- Thorough knowledge of typical office operations and technical systems (email, electronic files, MS Office, etc).
- Experience managing staff
- Ability to regularly work weekends and holidays in the summer season
- Wide knowledge of Juneau and surrounding area
- Excellent verbal and written communication skills; experience with databases and e-newsletters a plus
- Experience with public interaction; enjoy working with people
- Flexible and able to work with diverse groups
- Good sense of humor and ability to meet competing demands
- Patience, fluidity, and compassion
- Ability to travel and perform evening work unassisted as required or requested
- Ability to lift 35 pounds
- Valid Alaska driver's license and working vehicle (mileage expense provided)
- BS or BA from accredited institution; experience in lieu of degree may be considered

The above information on this position description has been designed to indicate the general nature and level of work performed by employees holding this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

To apply, email 1) cover letter; 2) current resume; 3) contact info for three (3) professional references to staff@traveljuneau.com Position open until filled. No calls.