

<b>Job Class Code: 0803</b>	<b>FLSA Status: Non-exempt</b>
<b>Pay Code: Salary (Annual)</b>	<b>EEO Category: 1</b>

**GENERAL DESCRIPTION**

The purpose of this class is to oversee and manage the operation of the Chesapeake Tourist Information Center and auxiliary visitor centers. The class is responsible for supervision and administrative work associated with the operation of the visitor centers to include gift shop operations, setting up for various events, scheduling tours, coordinating activities with facility landlords and attending to the needs of daily visitors. The class works within a broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic meetings.

**TYPICAL TASKS**

- Oversees City Visitor Center(s) and satellite visitor information kiosks and maintains State Certification for Visitor Center(s). Responsibilities include merchandising and operations of visitor center gift shop(s); managing inventory; establishing policies and procedures; and making sure visitor information is well stocked and accessible.
- Supervises staff including selecting or recommending selection, training, evaluating work, counseling, disciplining, and terminating or recommending termination.
- Establishes contact with convention and meeting planners who are scheduled to bring groups into the area and develops service promotion package to be sent to convention/meeting planners.
- Maintains statistical data pertaining to conventions held and booked and their economic impact to the City; maintains database integrity for Customer Relationship Management (CRM) software and generates complicated statistical reports and queries.
- Acts as liaison for area service providers such as hotels, restaurants, retail, florists, etc. and maintains current information on each provider.
- Produces a directory of convention services to include transportation, local attractions, entertainment, sightseeing tours, social functions, outdoor activities, and other miscellaneous service providers.
- Processes all service requests and partner referrals for people looking for unique meeting space, banquet space, and other venues such as restaurants and golf clubs.
- Serves as representative on committees and at industry/city meetings, familiarization tours, conferences, and tradeshows and interacts with industry and city representatives on projects and committees.
- Attends or conducts staff and other professional meetings to exchange information and resolve problems/issues.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

<b>Data Involvement</b>	Gathering, organizing, analyzing, examining, or evaluating data or information and may prescribe action based on such data or information.
<b>Interpersonal/People Involvement</b>	Supervising or leading others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
<b>Reasoning Requirements</b>	Performs supervisory work involving policy and guidelines, solving both people and work related problems.
<b>Mathematical Requirements</b>	Using mathematics involving the practical application of fractions, percentages, ratios, proportions, and basic business practices.
<b>Language Requirements</b>	Reads journals, manuals, and professional publications; speaks formally and informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; may present training programs.

<b>Mental Requirements</b>	Performs work requiring the application of principles and practices of various administrative or supervisory methods as well as general understanding of operating policies and procedures in the solution of problems.
<b>Decisions/Supervisory Control</b>	Directs actions of others and regularly makes decisions that, affect coworkers, clients, and others in the general public.

**KNOWLEDGE, SKILLS, AND ABILITIES**

<b>Knowledge</b>	Knowledge of travel & tourism principles; knowledge of basic business practices; knowledge of database and point of sale management. Knowledge of the attractions, events, and services available in the area.
<b>Skills</b>	Good communication skills; excellent computer skills including MS Office and broad range database management.
<b>Abilities</b>	Ability to communicate effectively both orally and in writing. Ability to work under pressure and effectively manage priorities.

**EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS**

<b>Vocational/Educational Requirement</b>	Requires any combination of education and experience equivalent to an associate's degree in business, marketing, tourism or a closely related field.
<b>Experience</b>	In addition to satisfying the vocational/education standards, this class requires a minimum of two years of full-time equivalent experience.
<b>Special Certifications and Licenses</b>	Prefer Travel Marketing Professional (TMP) certification or attainment of certification. Requires a valid driver's license and a driving record that is in compliance with City driving standards.
<b>Special Requirements</b>	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

**AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS**

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.*