



Position: Visitors Services Manager

Reports to: Director of Tourism

Status: Full-Time, Salary, Exempt, 80 hours per two week pay period

Hours: Monday - Friday 8:00am–4:00pm; evening and weekend availability required as needed

Background: Visit Henry County, Georgia (VHCG) is the tourism promotion arm of the Henry County Chamber of Commerce, charged with marketing the cities of Stockbridge, Hampton and Locust Grove and the unincorporated parts of Henry County. In January of 2023, VHCG launched a mobile visitors center to welcome guests to Henry County and provide them with local information.

Position: The Visitors Services Manager is responsible for all aspects of the Mobile Visitors Center both locally and outside Henry County. The Visitors Services Manager is also responsible for all visitor level servicing such as distribution of visitors guide, visitors center programs and group services.

Job Duties

- Manage the Mobile Visitors Center program including, but not limited to:
 - Coordinating, scheduling and confirming onsite activations with partner locations/events;
 - Scheduling staff and volunteers;
 - Ensuring staff has all necessary items/information for each activation
 - Serving as the point of contact for on-site staff/volunteers
 - Ensuring routine maintenance is performed;
 - Troubleshooting & coordinating any necessary MVC repairs;
 - Serve as a back-up for onsite activations as needed;
- Identify, train and oversee the Local Explorer volunteer program. This includes but is not limited to:
 - Identifying pipelines for new volunteers
 - Facilitating training
 - Keeping an accurate database of volunteers, hours worked
 - Host quarterly volunteer training and continuing education events
- Working with distribution company on the fulfillment of Visitors Guides to State and Regional Visitors Centers;
- Ensuring hotels, attractions and other partners/distribution points have an adequate supply of visitors guides;
- Ensuring accurate records are kept in CRM of visitors guide and promo item distribution;
- Keeping CRM up-to-date with MVC locations, schedule and contacts;

- Work with incoming groups on welcome letters, welcome bags, hotel rates, etc;
- Coordinate the preparation of welcome bags;
- Solicit rates and room blocks from hotels for groups;
- Work with large corporations/businesses/organizations on welcome packets, information and coupons for incoming trainees, staff, executives, etc;
- Identify and order appropriate promotional items for upcoming events/activations;
- Serve as primary contact with the State Visitors Information Centers and manage any partnership programs with the State VICs including by not limited to the afterhours display, the photo kiosk and onsite activations;
- Develop & oversee a merchandising plan for Henry County themed or branding items to be sold from the mobile visitor center and/or the CVB website;
- Work with the CVB team and CVB partners to build a database of accessible locations and experiences (i.e. handicap accessible, sensory safe spaces, etc);
- Work with the Digital Marketing Specialist and the Director of Tourism to update the CVB website with accessibility information and/or create a new page with accessibility information;
- Work with the Partner Relations Manager to promote the Culture of Customer Service program to partners;
- Dialogue with the Partner Relations Manager on potential new partners;
- Provide Digital Marketing Specialist with photos, video and other content about the MVC program to use on social media.

The successful candidate will possess:

- Ability to work a flexible schedule, including evenings, weekends, holidays, and in critical situations as required, as well as the character to be punctual and reliable;
- Excellent interpersonal and management skills, combined with a team player approach including a demonstrated ability to collaborate with volunteers and colleagues;
- Strong organizational skills and the ability to work independently and perform multiple tasks simultaneously without close supervision;
- Ability to prepare budgets for his/her program area and reports for management
- Effective oral and written communication skills (Spanish language skills a plus);
- A high level of energy, with a willingness to develop and execute visitor services initiatives;
- 5+ years of experience in an event or onsite activation environment;
- 5+ years of professional supervisory experience with a working knowledge of workplace regulations and standard supervisory procedures and techniques;

Benefits & Compensation

Members of the management team are expected to devote a significant amount of time and energy to the successful fulfillment of their responsibilities. The Visitor Services Manager must be prepared to work evenings and weekend hours, in addition to fulfilling the obligations of a routine workday. Hours are not to exceed 80 hours during any two-week pay period. Occasional travel for work both within and beyond the region may also be required.

Position contingent upon a satisfactory background check. Visit Henry offers a benefits package that includes vacation, holidays, health insurance, and a Simple IRA retirement plan (matched up to 3%), as well as support for professional development to qualified employees.

Salary Range: \$55,000 - \$65,000

To apply, please send current resume, cover letter, and 3 professional references to: VISITOR SERVICES MANAGER POSITION, Attn: Laura Luker via email to lluker@visithenrycountygeorgia.com. Documents should be sent as attachments using Microsoft Word or PDF format and should not exceed five (5) megabytes. No phone calls please. Only those selected for an interview will be contacted.

Equal Opportunity Employer:

The Henry County Chamber of Commerce is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.