

## **VISIT FORT WORTH**

### **MANAGER of MAIN STREET VISITOR CENTER**

#### **JOB DESCRIPTION**

**JOB TITLE:** Manager of Main Street Visitor Center

**DEPARTMENT:** Marketing

**POSITION REPORTS TO:** Senior Manager of Visitor Centers

**EXEMPT OR NON-EXEMPT:** Exempt (Professional)

**SUMMARY OF BASIC FUNCTION:** Maintain smooth, effective operations in the Main Street Visitor Center with a team of staff and volunteers.

#### **DUTIES AND RESPONSIBILITIES:**

- Manage the Main Street Visitors Center, ensuring smooth, effective operations and a helpful, welcoming atmosphere for our visitors.
- Manage work schedule for staff and volunteers, ensuring coverage and back-up for all visitor centers and greeter activity.
- Develop opportunities to engage the downtown community, such as receptions or activities during festivals.
- Maintain information resources needed by visitors. Provide feedback to the Marketing team, tracking trends in questions and requests and arranging for materials from attraction partners.
- Submit reports on volunteer hours and visitor center traffic on time.
- Greet tour groups as needed, working with the tourism team.
- Develop retail program. Manage inventory. Create promotions.
- Maintain positive interaction with tourism partners in downtown and Sundance Square.
- Participate in staff development opportunities.
- Take initiative to develop plans to meet overall goals and objectives.
- Work with Meeting Sales, Convention Services, Marketing and The Herd as needed to welcome special guests such as customer site visits.
- Promote a positive, welcoming environment and team culture. Support your team. Be accessible, encouraging. Communicate regularly with Marketing team and share information with your staff.
- Other related duties as assigned.

**POSITION QUALIFICATIONS:**

- Education** - Bachelor degree preferred
- Experience** - Two years administrative, management or related experience. Previous experience with volunteer programs a plus. Customer service experience a plus.
- Special Skills** - Basic computer knowledge a plus. Knowledge of Fort Worth attractions and culture a plus.

**WORKING CONDITIONS:**

This position requires strong communication and interpersonal skills to engage the public and lead your team with tact, patience and diplomacy. The ability to understand and follow oral and written directions, work cooperatively with others and work independently is also required. The position also requires the ability to meet schedules and timelines, plan and organize work. The work conditions involve irregular hours subject to occasional interruptions, varying and unpredictable situations.

**RESPONSIBILITY FOR THE WORK OF OTHERS:**

Work Leadership Responsibility: Assigns, verifies and regulates the workflow of our visitor centers and supports the team in them.

Supervisory Responsibility: Responsible for supervision of volunteers and staff of Main Street Visitor Center.

**PHYSICAL DEMANDS:**

- Sitting - Frequent
- Standing - Frequent
- Walking - Frequent
- Lifting - Occasional (heavy, 50 lbs.)
- Carrying - Occasional (heavy, 50 lbs.)
- Pushing - Occasional (heavy, 50 lbs.)
- Pulling - Occasional (heavy, 50 lbs.)
- Reaching - Frequent
- Handling - Frequent
- Kneeling - Rare
- Stooping - Rare
- Crouching - Rare
- Bending - Occasional