

## **Golden Isles CVB**

### **Job Description**

**TITLE:**                   **Operations Manager**

**REPORTS TO:**        CEO

Status:                   Full time, Part time, Contract

DATE:                    May 16, 2018

#### **JOB DESCRIPTION SUMMARY:**

Directs, manages, and controls operational activities including: individual project management, company operations, human resources, monitoring company programs and policies, establishes good vendor relations, and financial services. Point of contact for all internal and external responsibility related to operations, community services, and project liaison. Performs complex and diverse administrative duties – professionally, with responsibility, and with authority. Interacts with high level contacts and with sensitive information requiring considerable use of tact, diplomacy, discretion and judgment.

Responsible for managing two storefronts of the company, overseeing of hiring, training and scheduling staff. Oversees the overall maintenance and service of the Storefront properties, ensuring that retail revenues and reports are processed properly and on time, ensuring that proper inventories are maintained. Manages a diverse portfolio of individual projects that lead to growth of revenue and overall company position and standing. Acts as companies Administrator, providing support to the executive team and taking lead on several key projects. Manages various departments to ensure strong functionality of team. Leads by example, builds morale and relationships, motivates and helps maintain the highest standards of excellence – internally and externally.

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

##### **Leadership and Development**

- Directs staff to achieve the goals as outlined for Company.
- Establishes training standards for personnel and performance, service to guests, retail sales, partner relations, and customer service.
- Ensures that each department is adequately staffed according to the business demands and approved budgets.
- Communicates directly and timely with the CEO before adopting any changes to policy, schedules, or addressing HR issues.
- Screens and recruits new employees for vacant positions, including advertising, interviewing, and reference checks.
- Assists in the development, implementation and monitoring of internal operating systems and procedures and processes.
- Responsible for planning, developing and implementing employee policies and procedures in conjunction with the management company's direction.
- Updates, interprets, and assists in enforcing compliance with Employee Handbook Policies.
- Conducts performance evaluations, coaching, corrective action, and assists with HR issues in compliance with policies and regulations.

### **Sales, Event, and Retail Management**

- Takes an active interest and roll in the promotion and generation of income for sales projects.
- Approves the coordination and planning of Guest Activities and special events as directed.
- Oversees storefront sales and general operations.
- Assists in other projects assigned, including providing timetables and following up with others involved.

### **Recordkeeping and Reports**

- Reviews weekly and daily paperwork for accuracy and timely completion of reports.
- Distributes weekly, monthly, quarterly comprehensive sales and activity reports.
- Prepares required reports for meetings as requested.
- Reviews, verifies, and approves vendor invoices in a timely manner.
- Types/Creates graphics presentations and reports to be used for product/project reviews, vendor meetings, and customer meetings based on information and instruction received.
- Completes copying and binding requirements for distribution.
- Participates in the budget management and forecasting process.
- Reviews and oversees financial oversight for the company.
- Maintains accurate and current personnel records and insure all policies are followed.

### **Technology and Administration**

- Assists in overseeing IT functions for the company.
- Performs various administrative duties including internet research, facilities coordination, setting up new hires, setting up files, ordering supplies and equipment, photocopying documents and distributing mail.
- Coordinates meetings including travel, location, catering, etc. Manages expense process.
- Types and proofreads correspondence, reports, and forms; corrects grammar and formatting errors; drafts brief correspondence of a routine nature.

### **Communication and Miscellaneous**

- Works with businesses to resolve problems or complaints. Handles special requests and unusual circumstances with empathy and understanding, in order to improve overall business and guest satisfaction.
- Conducts himself/herself in a professional manner at all times.
- Performs other duties as assigned, including assisting the CEO and other staff members.
- Maintains confidentiality of sensitive and confidential information of individuals, partners, and the company.
- Contributes to the positive environment of the team and the company.

## **QUALIFICATIONS:**

### **Knowledge and Experience**

- Bachelor's degree in business, communication, hospitality, finance, or related field, preferred.
- Two to four year's experience in resort operations, business operations, general HR functions, administration, and/or project management preferred.
- Proven energetic, self-starting, positive team player with a professional demeanor.
- Proven experience and proficiency in Microsoft Office suite, QuickBooks, database management, spreadsheets and Excel.
- Highly organized individual with an effective writing style and excellent grammatical and verbal communication skills.
- High level of understanding of financial management and reporting.
- Management of staff and department experience and proficiency.

### **Skills and Abilities**

- Ability to effectively manage a successful team.
- Strong organizational and time management skills with the ability to balance many tasks simultaneously.
- Ability to work independently, problem solve and take initiative.
- Ability to exercise good judgment and diplomacy in a wide variety of public contact situations.
- Ability to deal tactfully and professionally with Businesses, guests, and public.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, accounting documents and procedure manuals.
- Ability to write routine reports and correspondence via personal use of word processing and spreadsheet software.
- 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.

### **Physical Demands**

- Typical office environment.
- Ability to properly and safely lift 35 pounds to waist height.

### **Compensation (full-time)**

- Compensation will consist of an attractive base salary, vacation, sick time, health, life and dental insurance benefits and participation in company retirement program.

Please send cover letter, resume and salary requirements to [goldenislesjobs@gmail.com](mailto:goldenislesjobs@gmail.com)