



# CITY OF OMAHA CLASS SPECIFICATION

**CLASSIFICATION TITLE: ASSISTANT VISITOR SERVICES MANAGER**

**BARGAINING UNIT: CIV MANAGEMENT    CODE NUMBER: 0517**

**PAY RANGE CODE: 7.1 MC                      REVISION DATE: 7/7/17**

## **NATURE OF WORK:**

Under general supervision, this position is responsible for overseeing the Omaha Visitor Information Centers. Work involves ensuring high standards of customer service through the assistance and dispensing of information in Omaha and its surrounding areas. An employee in this classification exercises direct supervision over part-time staff and volunteers.

**ESSENTIAL FUNCTIONS:** *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Manages, supervises and supports the Visitor Center team members including staff and volunteers.

Prepares monthly schedules for all volunteer and part-time Visitor Center Ambassadors ensuring adequate coverage for a seven-day operation.

Reviews and approves timesheets for all part-time employees and submits them to Visitor Services Manager bi-weekly.

Greets and assists visitors in person and responds to their inquiries and concerns professionally, efficiently, and in a timely manner.

Maintains a complete working knowledge of the destination events, attractions, and services available to visitors in the Omaha metro area.

Oversees, monitors, and maintains inventory of brochure collateral and sales merchandise available to the visitors. Ships out all Visitor Guides and promotional material requests received via phone/email.

Coordinates and conducts the distribution of Omaha Convention and Visitor Bureau (OCVB) printed material, creating monthly progress reports, and maintaining accurate inventory utilizing Simpleview Customer Relationship Management (CRM).

Oversees the promotion of visitor related events through the events calendar and events display.

Develops specialized visitor information as needed.

Delivers presentations to the public on visitor services and attractions.

Represents the Omaha metro area at events as needed.

Ensures that OCVB is visible at pre-established events and provides a daily log of routes, times, and any pertinent feedback from visitors and members.

Recruits, hires, trains, schedules, supervises, and evaluates the performance of staff and volunteers.

Provides sufficient and ongoing training to ensure quality and consistent customer service.

Researches new companies and activities that may be attractive to visitors.

Reaches out to the local community including schools, universities, buses, bikes, taxis, airport, and hotel shuttles.

Fulfills orders and manages inventory via CRM program.

Oversees merchandise sales and revenue generation.

Coordinates familiarization trips for employees as needed.

Represents the principals of the visitor experience to ensure that the partner programs remain focused on what the visitors want and need. Ensures the partner programming drives excellence in delivering the visitor experience.

Achieves department annual goals as assigned.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of attractions, facilities, and services available to visitors in the Omaha metro area.

Knowledge of departmental policies, procedures, and functions.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Skill in the use of marketing tools and techniques to attract visitors and conventioners to the greater Omaha metro area.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to train, schedule, oversee, and evaluate the work of a number of subordinates.

Ability to recruit and manage a volunteer workforce.

Ability to develop, explain, and implement new procedures or alter current procedures to meet the Omaha Visitor Center's needs.

Ability to present ideas and proposals in a persuasive manner.

Ability to prioritize and oversee multiple projects and responsibilities while meeting stringent deadlines.

Ability to communicate effectively, orally and in writing.

Ability to maintain confidentiality.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to travel independently to domestic and international destinations via commercial airlines.

Ability to establish and maintain effective working relationships with fellow employees, members of the tourism industry, and members of the general public.

Ability to sit from 76 to 100% of the time, to stand and walk from 26 to 50% of the time, and reach, bend, stoop, push and pull up to 25% of the time.

Ability to use up to thirty (30) pounds of force up to 25% of the time to move objects.

**EDUCATION AND EXPERIENCE:** *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor's degree in Hospitality Management, Marketing, Business Administration, or a related field

OR

Two (2) years of experience in marketing, public relations, retail, or a related field, one (1) year of which must have been in a supervisory capacity.

**SPECIAL REQUIREMENTS:**

Must possess a valid motor vehicle operator's license from the time of appointment.

Must be available to work flexible hours, weekends, and holidays.

**WORKING CONDITIONS:** *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises. However, an incumbent may be required to travel to other sites in the city or to other cities and may be exposed to all weather conditions.

**EQUIPMENT OPERATION:** *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer  
Telephone

Calculator  
Facsimile Machine

Copier  
Printer