

**Position Title: Coos Bay Visitor Services Manager & Marketing Coordinator**

**Supervisor: Coos Bay- North Bend-Charleston Visitor & Convention Bureau (VCB)  
Executive Director**

**Position: Regular Full-Time. May be required to work weekends & holidays**

**Typical Duties, Responsibilities, and Essential Functions:**

Coordinate Visitor Center-related activities and projects for the City of Coos Bay's Visitor Information Center. Responsibilities also include assisting Executive Director with Marketing activities used to promote Oregon's Adventure Coast as a tourism destination.

***The following examples of duties and responsibilities and may not encompass all job requirements***

**Visitor Services:**

- Recruit, train and schedule volunteers for the Coos Bay Visitor Information Center (VIC).
  - Assure the VIC is staffed with volunteers throughout the week, on weekends, during extended summer hours, and during extended special event hours.
  - Open and close the VIC Monday-Friday and ensure opening and closing duties are performed on weekends and holidays.
  - Close out the daily till and prepare the weekly deposit as per the VCB Internal Control Policies.
  - Man the VIC front desk when volunteers are not available.
  - Keep the VIC stocked with the most current visitor information available.
  - Provide volunteers with detailed information on what is happening in the area.
  - Guarantee excellence in customer service through training and by example both in person and on the telephone.
  - Supervise work experience students as necessary.
- Provide visitor information to the public, answer area questions, and perform research for visitors as needed.
- In conjunction with the VCB Executive Director, update brochures as needed and print to ensure current and accurate information in the publications that we stock and/or send out.
- Keep updated information on local churches, service organizations, and other non-profit organizations in VIC for visitors and those who are considering relocating to our area.
- Communicate with area businesses and non-profit groups in order to ensure the information at the VIC is most up-to-date and as complete as possible.
- Compile monthly and annual statistics on incoming tourism/relocation/business requests and area visitors. Provide a copy to the Executive Director and be prepared to report on information, as requested, to the VCB Board of Directors at monthly meetings.
- Maintain the Reader Board and enter data into the reader board program to promote local events and non-profit groups.
- As directed by the Executive Director, send event updates to regional tourism organizations (TO, TSOC, OCVA) and as requested by publications.

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- Oversee all aspects of retail sales in VIC, including maintaining inventory, reporting sales, and displaying merchandise. Make suggestions to the Executive Director for additional merchandise.
- Post updates to the VIC's Facebook page regularly.
- Act as liaison with IT contractors for alarms, cameras, and computer needs.
- Oversee maintenance needs of VIC building, including working with the city's maintenance crew, parks department, and cleaning crews.
- Stock and order office supplies, retail inventory, and janitorial supplies as needed.
- Handle all postal needs of the VIC and the VCB (including maintaining the postage meter and shipping/receiving via USPS, FedEx or UPS as needed).
- Fulfill all advertising leads generated by the VCB and Travel Oregon, including requests for Visitor and Relocation information.
- Maintain a library of local information, including fact sheets and relocation information (ie: business licenses, Prefontaine facts, property management companies).
- Plan and execute Volunteer appreciation activities, in coordination with the Executive Director.
- Work closely with VIC Managers in North Bend & Charleston to share information.

### **Other:**

- Attend tourist related meetings, including VCB meetings, Chamber luncheons, and others as requested by Executive Director.
- Attend regional and statewide conferences and training seminars including Governor's Conference, Oregon Coast Visitors Association (OCVA) Summit, Travel Southern Oregon Coast (TSOC) Conference, and others as needs arise.
- Other duties as assigned, which may include attending trade shows and handling other marketing-related projects.

### **MINIMUM EXPERIENCE AND SKILLS REQUIRED:**

- Knowledge of the local, regional and statewide tourism industry and Visitor Information Center best practices.
- Strong communication and customer service skills.
- Strong computer and social media skills.
- Knowledge of Microsoft Office Suite and Adobe programs.
- Willingness to learn Reader Board, Alarm and Internal Camera programs.
- Ability to establish and maintain strong working relationships with volunteers, service providers and city staff.
- Possess a valid driver's license.

### **PHYSICAL REQUIREMENTS NECESSARY TO PERFORM TASKS:**

*(The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions):*

Ability to work weekends, holidays and evening hours as business demands. While performing duties of this position, employee is required to stand for extended periods, and frequently walk, and use hands to; finger, handle, or feel objects, tools, or controls. Ability to manage stress appropriately, make decisions under pressure, manage anger, fear, hostility and violence of others appropriately. Must be able to lift boxes up to 50 lbs.

**Salary and Benefits:**

Salary range for this position is negotiable, commensurate with experience. This is a salaried position. Comp time is given when staff have approved work hours outside the regular 40 hours per week.

The VCB offers paid holidays, a 401K match of 3%, and health insurance through Providence Health Plans.

Work hours are 8:30-5:30 M-F with a one hour lunch break, plus occasional longer hours as approved for travel, special events, or other VCB needs.