



Georgia Department of Economic Development
Position Announcement

Title:	Operations Manager, Visitor Information Program	Entry Salary:	\$55,000-65,000, Commensurate with experience*
Division:	Tourism/Explore Georgia	Location:	Atlanta, GA or Remote**
Duties and Responsibilities:	<p>The Georgia Department of Economic Development (GDEcD) is the state’s sales and marketing arm, the lead agency for attracting new business investment, encouraging the expansion of existing industry and small businesses, locating new markets for Georgia products, attracting tourists to Georgia, and promoting the state as a destination for arts events and location for film, music and digital entertainment projects, as well as planning and mobilizing state resources for economic development.</p> <p>Explore Georgia’s nine Visitor Information Centers (VICs) are the front line of contact with millions of visitors to Georgia each year and have a significant opportunity to represent the Explore Georgia brand and serve travelers. Reporting to the Statewide Tourism Director, the Operations Manager for the Visitor Information Program is responsible for supervising, supporting, and providing operational oversight and guidance to VIC managers for the day-to-day management of operations at each of the VICs (located in Augusta, Columbus, Lavonia, Ringgold, Port Wentworth, St. Marys, Tallapoosa, Valdosta, and West Point).</p> <p>The ideal candidate for this position has the ability to work with minimal supervision, manage time effectively, and track/maintain control over multiple projects at once. The candidate must exhibit a positive attitude and solution-oriented approach when working with internal staff and external constituents regardless of the situation.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none"> • Ensures the smooth operation of the centers, creating and/or updating statewide policies and procedures as appropriate • Oversees with hiring, training, and supervising team members, including timekeeping and leave management in collaboration with nine VIC managers and HR Team. • Identifies and addresses personnel issues promptly and in compliance with agency policies • Frequent communication with each VIC, and travel to each VIC as necessary. VICs are open 7 days per week, and the Operations Manager must be flexible and available to provide direction and assistance as issues arise. Actively fosters open communication with managers and specialists. • Works with team to provide front-line team members with the needed resources, support and training to encourage superior customer service 		



	<ul style="list-style-type: none"> • In conjunction with the Statewide Tourism Director, oversees the implementation of Explore Georgia and partner marketing campaigns and promotions; supports strategy development by supporting research at the VICs as needed • Develops and manages annual program budget; Operates within annual budget and oversees necessary administrative tasks to support VIC managers, including procurement of goods and services, travel reimbursements, contracts and administrative processes • Oversees relationship with the Georgia Department of Transportation for building and property upkeep (HVAC, plumbing, landscaping, maintenance, cleaning, construction, etc.) to ensure a safe and comfortable environment for guests and team members • Oversees crisis response for all VICs and coordinating efforts with GDEcD emergency coordinator, GDOT, as well as state and local EMA during disasters and crisis response events (ex: hurricane evacuation) <p>**Please note: This position's designated office (GDEcD Atlanta office or remote) for official purposes will be determined once the successful candidate is identified, based on the candidate's home. If the candidate lives within 40 miles of the Atlanta office, the position will be based in Atlanta and will have a hybrid schedule of in-office, remote and statewide travel. Maintaining a regular presence in the Atlanta office is required regardless of the official office designation (frequency TBD, at least one day per week), so if the official address is a home office the position will not be fully remote.</p>
<p>Minimum Qualifications and Competencies:</p>	<ul style="list-style-type: none"> • Bachelor's degree in business administration, marketing, hospitality, or closely related field and a minimum of two (2) years of supervisory experience or six (6) years of experience in a consumer-facing business, including two (2) years in a supervisory role. • Extensive background in business operations and management • Experience in customer-facing organizations and skills in customer service • Strong oral, written and interpersonal communication skills • Ability to travel and represent the state and GDEcD in a professional manner • Strong judgement and decision-making ability • Leadership skills including the ability to lead a large and diverse team and to inspire others to perform at a high level • Cultural sensitivity and awareness • Self-discipline, initiative, and professionalism • Team-oriented work style - can be relied upon to guide others to the accomplishments of objectives/responsibilities, to promote teamwork and to resolve problems • Proficiency with Microsoft Word, Excel and PowerPoint • Valid Georgia drivers license



Preferred Qualifications:	<ul style="list-style-type: none"> • 5+ years of supervisory experience in a consumer-facing role within a hospitality business • Expertise operationalizing processes across a matrixed organization • Experience overseeing multiple hospitality or sales business locations • Experience working on a visitor services team or at an information center • Experience working for a state or local DMO/CVB • Strong knowledge of Georgia's tourism assets and industry 		
Travel Required?	Yes, statewide - approximately 20%	Nights, Weekends Required?	Occasionally
Deadline	Open Until Filled; Apply ASAP. Position will be filled as soon as a suitable candidate is identified.		

Application Instructions: To apply for this position, ***you must submit your resumé and cover letter (PDF format preferred) via the link on our careers page at <https://www.georgia.org/about-us/career-job-search>***. If you do not have internet access or require an accommodation because of a disability, please contact GDEcD Human Resources at 404-962-4000 or email jobs@georgia.org.

Additional Information for Applicants: *All qualified candidates will be considered but may not receive an interview. Preference will be given to applicants who meet both the minimum and preferred qualifications. Internal applicants may be considered prior to other applicants. Information on publicly posted social media accounts may be reviewed as part of the screening process. Applicants who are not selected for interviews will not receive notification.*

**To be considered for a salary offer above the entry level (if a range is posted), the successful candidate MUST have most of the education and experience qualifications shown as preferred. To receive an offer at the top of the range posted, experience must exceed preferred level. Offers will not exceed the top amount posted.*

Applicants selected for hire will be subject to a background check, including a criminal history record check. Depending on the position, the background check may include education verification, credit check, and driving record. Additionally, male applicants between 18 and 26 years of age must present proof of Selective Service Registration if hired.

Please note, if travel is required, the selected candidate will be required to pay travel expenses (hotel, meals, etc.) up front and will be reimbursed within one week of expense statement approval.

GDEcD is an Equal Opportunity Employer