Human Resource Use Only	
Position Number:	
Step/Grade	
Effective Date:	

Job Description

POSITION IDENTIFICATION

Position Title:	Tourism Administrative Support Specialist
Department:	Department of Tourism
Division:	Tourism
Status:	Part-Time Non-Exempt
Workweek:	Monday through Friday 9:00 am – 4:00 pm. during visitor center hours, possible weekend, evening or holiday hours for special events and committee meetings. Total hours not to exceed 29 hours a week.

SUPERVISORY RELATIONSHIPS

Reports to:	Director of Tourism
Directly Supervises:	N/A

POSITION PURPOSE

This is a high-profile clerical role performing a variety of administrative duties and visitor services tasks for the Department of Tourism. The Adminstrative Support Specialist works under the direction of the Director of Tourism and plays an important role in supporting tourism initiatives. This position requires someone who is passionate about the City of Manitowoc and committed to promoting tourism while working in a fast-paced work environment and effectively managing multiple tasks.

ESSENTIAL DUTIES

- Provide excellent customers service to the public, prospective visitors and visitors in-destination, including answering inquiries via telephone, responding to contact us forms and emails, and greeting and welcoming visitors in person. Interact effectively with visitors, telephone customers, City staff, tourism partners and others;
- Staff and maintain visitor information centers;
- Maintain printed material and ensure all visitor center racks are current, organized and stocked;
- Coordinate local, statewide and regional distribution of mailing of Department's visitor guide;
- Maintain digital interactive kiosk program;
- Organize and maintain filing system, including photography database;
- Collaborate and contribute to development and execution of promotional materials, presentation and digital content, including social media and website;
- Provide visitor services and excellent customer service, including welcome bags, tables and custom material for groups, event and travel writers/content creators;
- Assist in coordination of itineraries for group and travel writers/content creators and site visits/familiarization tours;
- Monitor Department budget accounts, coordinate payments and receivables under supervision of Director of Tourism;
- Maintain a well-informed, working knowledge of area facilities, amenities, attractions, and services. Assist in upkeep and management of such Department partner, lead and consumer data in CRM;
- Assist in day-to-day operations of Manitowoc Farmers Market outside the Seasonal Farmers Market Manager's hours;
- Prepare agendas and take minutes for board and Commission meetings;

- Assist with planning and execution of Department events;
- Provides general administrative support to the Department of Tourism;
- Runs occasional errands and deliveries in work vehicle;
- Other duties as assigned.

OTHER DUTIES

Attend other meetings and perform other duties as assigned.

MINIMUM POSITION QUALIFICATIONS

Education	High School Diploma or equivalent
Experience:	2-5 years in an administrative field or any combination of education and experience that provides equivalent knowledge, skills and abilities. Some knowledge of leisure travel and hospitality, and other related tourism industries preferred.
Certifications/Licenses:	Valid driver's license required

KNOWLEDGE, SKILLS, & ABILITIES

- Excellent written and verbal communication skills;
- Proficiency with Microsoft Office applications and Canva required;
- Proficiency with general accounting principles and accounting software systems;
- Ability to prioritize and handle multiple assignments and be willing to get involved in projects with varying degrees of difficulty;
- Maintain a cooperative, team-oriented approach when working with supervisors, colleagues, and employees in other departments;
- Ability to communicate with the general public;
- Ability to work independently, exercising sound judgment, and initiative while providing excellent customer service.

BACKGROUND CHECKS

Condition of Employment

PHYSICAL DEMANDS

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Manual Dexterity:	While performing the duties of this job, the employee is regularly required to coordinate hands, eyes, feet and limbs in performing semi-skilled movements such as operation of a computer keyboard, telephone, and calculator equipment.
Physical Effort:	The employee is regularly required to exert light to medium physical effort in light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required include close vision, distant vision and ability to adjust focus.

Working Conditions:	The noise level in the work environment is moderately quiet. Work is normally indoors with controlled climate conditions. Work will require mobility during special events and conferences. Employee may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions for purposes of accomplishing the essential functions of the job.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.