



## Georgia Department of Economic Development Position Announcement

Title:	<b>Visitor Information Center Manager, Ringgold</b>	Entry Salary:	<b>\$44,000-47,000*</b> commensurate with experience
Division:	<b>Tourism</b>	Location:	Ringgold, GA
Duties and Responsibilities:	<p>The Georgia Department of Economic Development (GDEcD) is the state's sales and marketing arm. It is Georgia's lead agency for attracting new business investment, encouraging the expansion of existing industry and small businesses, and locating new markets for Georgia products. As the state's official destination marketing organization, it drives traveler visitation and promotes the state as a location for film and digital entertainment projects. GDEcD is responsible for planning and mobilizing state resources for economic development, fostering innovation and the arts to drive opportunity from the mountains to the coast.</p> <p>The Tourism team of GDEcD, is the state's official destination marketing organization. Through its headquarters in Atlanta, nine Visitor Information Centers, and regional representatives across the state, this team inspires travel to and within Georgia through marketing programs developed and executed in partnership with the state's travel industry.</p> <p>Georgia's state-run Visitor Information Centers (VICs) are the first points of contact with more than 13 million visitors each year. The Visitor Information Center Manager will report to the Visitor Services Manager and will be responsible for managing the day-to-day operations of the Ringgold VIC (located on I-75 South), including supervising full-time and part-time staff and overseeing center activities.</p> <p>Primary responsibilities will include, but are not limited to: customer service, team training, supervision and leadership, assisting with content for the website/social media/publications, working closely with the Partner Marketing and Marketing &amp; Communications teams to sell and market Georgia and its destinations, managing displays and the overall look and feel of Center, and ensuring that Center goals are met.</p> <p>Other responsibilities include:</p> <ul style="list-style-type: none"> <li>• Administrative duties including budget management, traffic reporting, hiring, scheduling, employee relations, training and development, performance management, and discipline.</li> <li>• Collaborating with other state-run VIC managers on group assignments and projects.</li> <li>• Working closely and cooperatively with other state and local agencies such as the Georgia Department of Transportation.</li> <li>• Assisting with the development and implementation of special projects and promotions.</li> <li>• May attend tourism industry meetings related to visitor services.</li> <li>• May provide staffing assistance at off-site consumer-facing information distribution opportunities in coordination with the broader Tourism team.</li> </ul>		

Minimum Qualifications:	<ul style="list-style-type: none"> <li>• High school diploma/GED and five (5) years in a lead worker, team leader, or supervisory role communicating information in a customer service setting; OR two (2) years of experience as an Information Specialist in a Georgia VIC or similar tourism organization.</li> <li>• Knowledge of the State of Georgia tourism assets, including major attractions, destinations, history, and natural resources.</li> <li>• Strong customer service skills.</li> <li>• Proficiency with Microsoft Office (Word, Excel, and PowerPoint)</li> <li>• Strong oral, written, and interpersonal communication skills.</li> <li>• Strong team-building skills.</li> <li>• Strong leadership skills and ability to use judgement to make sound split-second decisions.</li> <li>• Capable of learning, following, and creating protocols for day-to-day operations.</li> <li>• Capacity to work both independently AND in a team-oriented environment.</li> <li>• This role requires a willingness to be flexible and able to work holidays, and weekends, and to be on call for staffing and/or building emergencies. The ability to move boxes weighing up to 25 pounds and to stand for potentially long periods of time while assisting and greeting visitors is also required.</li> </ul>		
Preferred Qualifications:	<ul style="list-style-type: none"> <li>• Bachelor's degree and three (3) years of supervisory experience in hospitality, tourism, or other area with a strong customer service focus which included responsibility for administrative functions.</li> <li>• Experience learning, following, and creating protocols for day-to-day operations.</li> <li>• Georgia tourism industry experience with extensive knowledge of the State, including major attractions, destinations, history, and natural resources.</li> <li>• Knowledge of State of Georgia operating policies and procedures.</li> <li>• Experience giving formal presentations.</li> <li>• Experience working on collaborative projects.</li> <li>• Demonstrated creative thinking and problem-solving skills.</li> </ul>		
Travel Required?	Some (meetings, familiarization tours).	Nights, Weekends Required?	Weekends required (rotating).
Deadline:	<b>Open until filled; Apply ASAP.</b>		

**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](mailto: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**