NATCHEZ CONVENTION PROMOTION COMMISSION (NCPC)
Natchez, MS
Job Announcement for Visitor Center Manager/Administrative Assistant

The Natchez Convention Promotion Commission/Visit Natchez (NCPC) is seeking applications for the position of Visitor Center Manager/Administrative Assistant. Interested candidates should submit resumes to the NCPC via email to visitnatchezjobs@gmail.com or via mail to Visit Natchez, c/o Human Resources, 500 Main Street, Suite 1, Natchez, MS 39120.

APPLICATION DEADLINE: Open until filled.

PRINCIPAL PURPOSE OF JOB: Responsible for the daily operation of the Visitor Center at the Depot and visitor reception center at the administrative office on Main Street in Natchez. Assists the Executive Director and staff with daily duties. Greet and assist visitors at either site or over the telephone.

SCOPE OF RESPONSIBILITY: The scope of responsibility is to work with Visit Natchez as a vital and contributing member of the team responsible for effectively communicating and promoting all aspects of Natchez with visitors, residents, and community partners.

ESSENTIAL JOB FUNCTIONS:
Duties include, but are not limited to:

- Manage the daily operation of the Visitor Center at the Depot, to include:
  - Recruit, train, and supervise Visitor Services Ambassadors.
  - Create and maintain Visitor Center work schedule.
  - Track and report on visitor statistics and demographics.
  - Manage vendor contracts and purchase of operational supplies.
  - Order and maintain merchandise inventory.
  - Operate, manage, and maintain point-of-sale system.
  - Oversee activations at the site, including events related to National Travel & Tourism Week and community events.
  - Communicate Visitor Center needs to administration and provide updates from community partners, event planners, and group tour leaders to visitor services ambassadors and administration.
  - Provide front-line service at the Visitor Center at the Depot as needed, including occasional weekends.
- As a front-line employee, serve as the Natchez expert for all visitors and community partners.
- Greet and assist visitors with itinerary planning and other questions, either onsite or over the telephone.

- Keep a pulse on the Natchez tourism industry. Keep track of openings, closures, business changes, and conducts partner outreach. Communicates updates to Visit Natchez staff.
- Monitor business listings on visitnatchez.org, the Visitor Guide as well as other organization materials and ensure all information is up-to-date and accurate.
- Direct opening and closing procedures at both sites.
- Monitor inventory and maintain brochure & merchandise stock at both sites.
- Assist with office printing, making copies, filing, note-taking, light cleaning, etc.
- Oversee mail, shipping, and receiving of products and supplies.
- Oversee and actively manage the Info@VisitNatchez.org email inbox, ensuring all visitor, media, partner, and stakeholder inquiries receive prompt, accurate, and professional responses and follow-up.
- Provide five-star and welcoming hospitality services to visitors, groups, events, and community members.
- Prepare information for monthly NCPC commission meetings.
- Assist with biweekly payment docket and financials.
- Other work as directed by Executive Director.

QUALIFICATIONS:

Experience:

- Experience in front-line management at tourism or visitor focused businesses
- Experience in tourism, hospitality industry and/or experience in marketing and/or public relations
- Experience in destination management or marketing for historic locations
- Experience in retail management
- Experience in office administrative services

Knowledge, Skills, and Abilities:

- Excellent verbal and written communication skills; ability to communicate verbally in an effective manner and to give and follow oral and written instructions.
- Be computer literate, including knowledge of Microsoft Office suite – including Excel, PowerPoint, Word, as well as SharePoint, One Drive, and Outlook Email. Possess general knowledge of office equipment.
- Knowledge of local community with an emphasis on positive experiences from a variety of businesses.
- Knowledge of hospitality and tourism industry.
- Ability to work nights and weekends in excess of normal working hours.
- Ability to exercise judgement, initiative, tact, and diplomacy in a wide variety of public situations.
- Ability to work in a fast-paced environment with changing priorities and deadlines.
- Demonstrated ability to work directly with public and individuals from diverse backgrounds.
- Ability to work in independent/individual or group settings.
- Ability to initiate and complete projects and assignments in a timely manner.

Physical Requirements:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to stand and communicate. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms.
- Candidates must be able to focus in an open workspace.
- The employee must occasionally lift and/or move objects and materials up to forty-five pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Ability to give and receive information through speaking and listening skills.
- Corrective devices may be used to meet physical requirements.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.

SELECTION GUIDELINES*:*

- The NCPC reserves the right to revise or change job duties as need arises.
- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- The duties listed above are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

BENEFITS

- Paid vacation and sick leave, health insurance, PERS retirement contribution, paid holidays.

SALARY

- Salary commensurate with experience

MISCELLANEOUS

- Work hours are generally 8:30am-5pm, Monday through Friday. Given the nature of the tourism industry, occasional evening and weekend work is required.

CONFIDENTIALITY

- This position requires access to marketing and sales data, financial statements, and other tourism-related information, all of which is considered confidential, and employment agreement will require signing confidentiality agreement.

CREATIVE MATERIALS

- Any and all creative material produced, and elements created by the selected candidate for the NCPC and Visit Natchez during his/her employment will become the property of the NCPC as will all materials, film, negatives, art, code, etc. as well as campaign treatments developed but not utilized. The NCPC acknowledges certain legal constraints, and as such, requires universal releases for materials unless cost considerations, such as model releases, music, photographs, etc. become prohibitive.

The Natchez Convention Promotion Commission is an equal opportunity employer to all qualified persons without regard to race, color, age, sex, religion, national origin, or any other basis prohibited by law.