



Georgia Department of Economic Development
Position Announcement

Title:	Georgia Visitor Information Center Manager, Tallapoosa	Entry Salary:	\$37,500.00
Division:	Tourism	Location:	Tallapoosa, GA
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, addressing macro level workforce issues, 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>The Tourism Division promotes the State of Georgia as a tourism destination. Georgia’s Visitor Information Centers (VICs) are the first points of contact with more than 14 million visitors each year. The primary goal at the VICs is to assist travelers and help them learn more about things to do in Georgia, such as attractions, tours, parks and historic sites, restaurants and diners, and other similar activities that will promote spending more leisure time in Georgia. This opening is at the center in Tallapoosa on I-20 E.</p> <p>The Visitor Information Center Manager will be responsible for managing the Tallapoosa VIC and overseeing center activities. These will include but are not limited to customer service, team training and leadership, sales and advertising, assisting with content management for websites and publications, partner development and management, displays and overall look and feel of the VIC. Develops and implements special projects and promotions, and ensures that center goals are met. Performs administrative duties: Budget, reporting, hiring, scheduling, employee relations, performance management, and discipline. Identifies staff development needs and ensures that staff members receive necessary training. Attends meetings and gives presentations on behalf of the GDEcD. Ability to move boxes weighing up to 25 pounds and stand for potentially long periods of time while assisting and greeting visitors is required.</p>		
Minimum Qualifications:	<ul style="list-style-type: none"> • Two years of experience at a Georgia VIC or as a manager of a similar organization; OR Five years of lead/supervisory worker experience in a VIC or similar organization; OR Bachelor’s degree AND three years of lead/supervisory experience in a hospitality or tourism organization. • Comprehensive knowledge of the State of Georgia, including regions and attractions, destinations, history, natural resources, businesses and agricultural/manufactured products. • Strong customer service skills. • Proficiency with Microsoft Office (Word, Excel and PowerPoint) • Strong oral, written and interpersonal communication skills and proofreading ability. 		

Preferred Qualifications:	<ul style="list-style-type: none"> • 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. • Georgia Tourism industry experience. • Knowledge of State of Georgia operating policies and procedures. • Demonstrated creative thinking and problem solving skills. • Experience giving formal presentations 		
Travel Required?	Some (meetings, familiarization tours).	Nights, Weekends Required?	Weekends required (rotating).
Deadline:	Open until filled; Apply ASAP.		

Application Instructions: To apply for this position, ***you must submit your resumé and cover letter (PDF format preferred) via e-mail to: jobs@georgia.org*** no later than the deadline listed above. Include the position title and location in the subject line of your e-mail. If you do not have internet access or require an accommodation because of a disability, please contact GDEcD Human Resources at 404-962-4000.

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. 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.

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