



Visitor Services Manager Job Description

Summary

Oversees and coordinates the staffing needs of the Gift Shop, and all assigned Peace Garden Events in conjunction with other department managers. Schedules, leads, and oversees the day-to-day activities of staff and/or other support staff engaged in customer service activities. Provides input into operating budgets, policies, and procedures, and provides leadership in the general marketing of the International Peace Garden.

Duties and Responsibilities

1. Oversee the hiring, training, work allocation, performance evaluation, and problem resolution for staff.
2. Allocates and schedules of staff within the Gift Shop and other retail establishments are open ensuring that all requirements are covered during operating hours. Develop cross training opportunities between the retail and gate departments and schedule to better utilize hours and reduce overtime.
3. Develop and maintain the necessary training manuals and employee handbook with the assistance of department managers.
4. Management of Retail and Gate deposits / spreadsheets / audit of same.
5. Monitors general housekeeping cleanliness **throughout visitor areas**; ensure that the facility remains in good repair and that employees and customer safety standards are maintained. **Report maintenance needs to proper departments.**
6. Assists with the development and implementation of operating budgets, policies, and procedures consistent with those of the organization.
7. Performs miscellaneous job-related duties as assigned.
8. Coordinate renewal and/or tenders for cafe lease.
9. Work with administration for offseason gift shop orders and scheduling.

Knowledge, Skills and Abilities Required

- Knowledge of cash management principles and/or procedures.
- Knowledge of mathematics.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of customer service standards and procedures.
- Ability to analyze and solve problems.

- Remaining under budget with all costs.
- Work with various departments to determine what assistance / duties are needed for the event. Eg. Café, grounds, building, marketing.
- Assure that all literature presented to the public follows that Peace Garden brand.
- Managing events and addressing potential problems that may arise
- Planning for potential scenarios that could impact the integrity of the event
- Maintaining a working knowledge of the complex needs of a wide variety of events
- Keeping detailed records and notifying administration and support staff of upcoming events on a time sensitive basis
- Do final checks at the day of the event (tables, chairs, sound systems operational) to ensure everything meets rental requirements
- Able to handle stress and remain calm

The Visitor Services Manager/Event Coordinator must be well organized and competent in vendor management and customer relations. Communication skills and attention to detail with a shot of enthusiasm will provide an unforgettable experience for visitors and will ensure the entertainment of participants and facilitate the completion of the International Peace Garden objectives.