

## **SILVER CITY MAINSTREET AND ARTS & CULTURAL DISTRICT VISITOR CENTER MANAGER JOB DESCRIPTION**

### **Job Purpose and Performance Expectations:**

To provide excellent customer service to residents and visitors seeking information about Silver City, the surrounding regions and New Mexico in general. The Manager should be well versed in our history and culture and provide positive, welcoming, and friendly interactions with the public. The Manager will collaborate with community groups to provide tours and information. Work as a team member and perform other duties as assigned with a positive attitude.

**Hours** – Tues to Sat 9 am to 5 pm, with flexing hours to accommodate programs and projects and coverage for operation of the Visitor Center

### **Responsibilities:**

- Responsible for overseeing the successful operation of the Murray Ryan Visitor Center year-round.
- Oversee and train the Weekend Coordinator and coordinate schedules with good communication skills.
- Recruit, interview, assign and train the Visitor Center volunteers and schedule volunteers and Weekend Coordinator to ensure coverage for all open hours.
- Develop and maintain statistical data collection systems for Visitor Center statistics, fulfillment requests, volunteer information, budget expenses, donations, retail sales and inventory. Working knowledge of Excel, google docs and other spreadsheets needed.
- Provide monthly quantitative reports, within seven days of the prior month.
- Oversee fulfillment of individual and bulk requests for information in a timely and efficient manner.
- Develop training programs to assure staff is knowledgeable about the area, attractions, festivals and events.
- Work with management to develop and maintain information systems for statistical reporting of visitor and volunteer data on a daily basis.
- Assure Visitor Center collateral is kept stocked and tracked.
- Identify opportunities for information expansion and interpretation and exhibits.
- Assist and develop new interpretive collateral for the visitor center to enhance the visitor experience.
- Assist and provide general support for all MainStreet events and programs.
- Other duties as assigned to support the operations.
- Manage retail inventory and identify new items to sell, including cash handling, reconciliation and accounting.
- Develop pages for reader boards and social media. Knowledge of audio/visual systems and building graphics with Adobe, photoshop and publisher.
- Monitor and help maintenance and janitorial needs of the visitor center and grounds.