SC Lowcountry & Resort Islands Tourism Commission
Director of Visitors Center Operations

The SC Lowcountry & Resort Islands Tourism Commission Director of Visitor Center Operations leads the Commission’s active Frampton House Visitors Center which serves around 20,000 guests per year. Key responsibilities include serving our visitors with information about what to see and do in our four-county region, managing the Visitors Center staff to successfully fulfill the mission of the SC Lowcountry Tourism Commission, managing retail sales and inventory, creating bimonthly newsletters and assisting with social media outlets and growing revenue and offerings. The position reports directly to the Executive Director in all program requirements. This is primarily a weekday shift from 8:00 am to 5:00 pm with an hour break for lunch. Some weekend/afterhours work will be involved.

Responsibilities Include:

1. Greeting guests, informing them about the history of the property and surrounding areas and providing them with the information they need. Assures that the Visitors Center is well stocked with travel publications and brochures about the region.

2. Supervises staff, including hiring, firing, scheduling and training of weekend staff to ensure that the Center has well-trained, knowledgeable and friendly information specialists.

3. Responsible for ordering and maintaining retail stock, consignments and supplies for the Visitors Center’s Gift Shop. Does so in a manner to control expenses. Conducts Year End Inventory counts.

4. Prepares Lowcountry Guidebooks for bulk mailings and prepares paperwork for them to be shipped via the US Postmaster.

5. Creates bimonthly E-newsletters using information in our website’s calendar of events. Helps to monitor any new events that are in our four-county region in collaboration with the Director of On Line Content. Posts those events on the Events Notice Board.

6. Prepares monthly Visitors Center Reports about guest counts, comments and other statistical information. Also reconciles consignment payments.
monthly.

7. Maintains the cleanliness and safety of the Visitors Center for our guests and staff. Reports any repair and/or replacements necessary for equipment, furniture, etc to the Executive Director.

8. Performs other duties as assigned by the Executive Director.

Qualifications and Requirements:

Education/Experience:

- Three to six years or related experience, including retail management, marketing and/or tourism or customer service experience.

Knowledge, Skills and Abilities:

- Excellent verbal communication and interpersonal skills.
- Strong customer service understanding.
- Ability to build and maintain relationships.
- Proven experience in inventory management.
- Proven ability to manage staff.
- Proficiency with MS Office (MS Word, Excel, Power Point), POS management systems and internet.
- Ability to think critically and work independently with limited supervision.
- Ability to occasionally work weekends/afterhours/travel.
- Knowledge of the Lowcountry Region is a plus.
- Must be able to lift 40 pounds and possess a valid Driver’s License.

Some overnight travel is involved in representing the region at SC Parks, Recreation and Tourism, SCATR, educational or travel show events.

Compensation:

$45,000-$49,000, dependent on qualifications
Paid SC State holidays
Accrued paid Annual and Sick Leave
Employer contribution to 401k
Employer portion of medical benefits through SC Blue Cross Blue Shield