



Position: Manager of Visitor Experience

Employment Status: Exempt/full-time/salary

Reports to: Director of Marketing and Communications

Salary: \$35,000 - \$39,000 + benefits including Health Insurance & 401K with company match

Supports eXplore Lawrence's mission of creating economic development through tourism by developing and managing mechanisms to enhance visitors' experiences in Lawrence. Manages the operations and staffing of the Lawrence Visitors Center. Supports Executive Director and senior-level staff in administrative duties.

Responsibilities

- Management of the Lawrence Visitors Center
- Develop and manage a volunteer program
- Oversight and management of Visitors Center staff and volunteers
- Plan on-site Visitors Center events and collaborations
- Develop a Visitors Center retail strategy
- Manage eXplore Lawrence's on-site presence at major events
- Use the Customer Relationship Management (CRM) system to manage eXplore Lawrence's inventory of brochures, promotional items, retail items, etc, and become fluent in updating partner records, listings, and events.
- Support Sales Department with group services
- Support senior staff by performing administrative duties
- Monitor performance metrics and progress toward goals

Desired Skills and Experience:

- At least three years of experience in customer service and/or retail setting
- Ability to work independently and as a part of a team
- Enjoys interacting with the public
- Database experience preferred

The above is intended to describe the general content for the performance of this position. It is not to be construed as an exhaustive statement of responsibilities and duties.

Please send a cover letter and resume to Kim Anspach: kanspach@explorelawrence.com