



Job Title: Operations Manager
Reports to: VP of Culture & Business Affairs
Department: Executive
FLSA Status: Exempt

Position Summary:

The Operations Manager is accountable for planning, coordinating, and administering a variety of support and administrative functions for Explore Asheville Convention & Visitors Bureau (Explore Asheville). This role is also accountable for improving the overall employee experience at Explore Asheville through operations management and information technology. The Operations Manager is focused on ensuring team members have the tools needed to achieve success in their roles. Duties include a variety of administrative support tasks and coordinating projects, providing assistance wherever needed to ensure the departmental and organizational goals are achieved.

Essential Duties & Responsibilities:

Operations Management

- Responsible for management of building and facilities maintenance, in coordination with building owner and obligations within the lease.
- Responsible for ongoing and ad hoc building maintenance needs, including individual team member workspaces, as well as common areas.
- Schedule and coordinate the use of all meeting space by outside groups, to include providing usage guidelines and discussing/demonstrating technology capabilities with meeting organizers.
- Accountable for the development and management of operational budget line items.
- Facilitate the contract review process, ensuring governmental compliance.
- Maintain copiers, printers, and other equipment by monitoring inventory, ordering supplies, troubleshoot/correct simple malfunctions, and call for repairs as needed.
- Work within Simpleview CRM, as needed, to deliver against business goals.
- Conduct assigned areas of responsibility with a high degree of professionalism and independence.

Information Technology

- Responsible for the management of Information Technology needs of the Explore Asheville team to increase effectiveness and efficiency, including the purchase, maintenance and troubleshooting of issues related to computers, laptops, printers, projector, and meeting room AV. Review new equipment quotes to make purchase decisions with approval of VP of Culture & Business Affairs.
- Provide support to staff on all standard Microsoft Office products. Research new product offerings and provide training upon implementation.
- Provide support for a variety of scheduled internal, external, and community partner events, including scheduling and execution via Zoom Webinar.

Team Leadership

- Accountable for the day-to-day workload and contribute to a cohesive, effective, and accountable team in alignment and consistent with Explore Asheville's values. Actively participate in team meetings and initiatives.
- Lead and/or participate in meetings/planning/initiatives to support strong workplace culture and successful performance/execution of organizational strategy. Elevate and solve issues, support change, and ensure the maintenance of productive processes.
- Represent Explore Asheville/BCTDA at meetings and industry functions and before the public. This may include making presentations to a wide range of groups.

Other Responsibilities:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. There may be times where this position is asked to help other team members with their work, completing tasks outside of this description.

Qualifications:

- Bachelor's degree with a minimum of 4 years of experience in direct administrative support and operations. Preferred degree in Business Administration, Hospitality, Tourism, Communications, or other related field -OR- any combination of education, coursework, and/or technical training necessary to meet position requirements.
- Human Resources experience preferred.
- Appreciation for Buncombe County's tourism community.
- Must be able to use sound judgment and discretion.
- Well-organized, self-motivated, and comfortable in a fast-paced environment.
- Proficiency in Microsoft Office Suite.
- High attention to detail.

Physical Environment & Working Conditions:

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work involves working alone on the computer, collaborating as part of a team, or working closely with others by computer or over the phone.
- Most work tasks are performed indoors.
- Must be able to sit or stand at a desk for up to 7.5 hours per day.
- Requires grasping, writing, being mobile, repetitive motions, listening and hearing ability and visual acuity.
- Attendance of outside work functions after hours are required.
- Position is expected to spend time in the community on a regular basis.

Travel:

Some local travel, generally within Buncombe County, is required, but not extensive. Must have a valid driver's license, current automobile insurance and own or have access to an automobile when needed.

EEO Statement:

Explore Asheville provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by applicable federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Explore Asheville strives to be an inclusive and equitable organization. We are actively seeking a diverse pool of candidates from a variety of abilities, backgrounds, and cultures.

About Explore Asheville:

The Buncombe County Tourism Development Authority (BCTDA) oversees the work of the Explore Asheville Convention & Visitors Bureau, which develops and carries out advertising, marketing, public relations, and group sales plans to inspire leisure and business travelers to visit Asheville and Buncombe County. In 2021, the BCTDA adopted strategic imperatives that are informing and guiding the direction of Explore Asheville's program of work and community investments going forward. These strategic imperatives include:

- Deliver balanced recovery and sustainable growth
- Encourage safe and responsible travel
- Engage and invite more diverse audiences
- Promote and support Asheville's creative Spirit

In addition, the Explore Asheville staff has adopted and embraced the following core values:

- Innovate & Evolve – We seek out new ideas and are open to change.
- Leadership & Collaboration – We focus on the truly important priorities to make the most positive impact.
- Equity & Empathy – We respect and embrace differences recognizing real progress requires inclusion.

What we offer:

Explore Asheville offers a competitive benefits package that includes a Paid Time Off program with 18 days to start, 11 annual paid office holidays, employer-subsidized medical insurance, employer-provided dental, life, STD and LTD insurance, plus 401k with a company match, and employee wellness benefits.