



**JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL/EXTERNAL**

CLASSIFICATION TITLE: PUBLIC RELATIONS/TOURISM OFFICE MANAGER

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: 10/14/2019

CLOSING DATE: 10/21/2019

SKILL LEVEL: 10-1

SUMMARY DESCRIPTION:

Under administrative direction, organizes and coordinates office operations and procedures of the Public Relations and Tourism Office to ensure organizational effectiveness and efficiency.

REPRESENTATIVE DUTIES: Under the Direction of the Public Relations and Tourism Director:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Responsible for keeping the Public Relations and Tourism office open to the public during regular work hours, and creating a sense of welcome and hospitality to the City of Troy.
2. Responsible for the fulfillment functions of the Public Relations & Tourism Office including answering phones, responding to visitors requests, and routing all inquiries.
3. Responsible for all forms for approval through the Mayor's office.
4. Assisting in maintaining the Public Relations & Tourism events calendar, including maintaining a monthly calendar of meetings and events hosted by the Public Relations & Tourism Office.
5. Keeping an inventory of brochures and printed materials for distribution, order and restock all approved printed publications, and keep display information organized and up to date.
6. Overseeing all postage and mailing requirements, including the distribution of incoming and outgoing office mail and special mailings.
7. Ensuring a cohesive working relationship with all department staff, city personnel, public officials and area tourism partners (retail, attraction, cultural and hotel.)
8. Assisting with planning & execution of special events as identified and approved by the Mayor.
9. Supervising part-time employees as well as volunteer and community service workers.
10. Coordinating, overseeing, and leading tour groups visiting the city.
11. Planning, organizing and setting up for various events and meetings throughout the year at various locations throughout the city.
12. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Demonstrate strong knowledge of city businesses, attractions & activities.
- Ability to successfully organize, work and complete multiple tasks simultaneously.

- Ability to establish and maintain working relationships with co-workers, supervisors, and other City personnel and the public.
- Knowledge of basic office procedures, methods and computer applications.
- Ability to perform general clerical work including maintaining files and compiling information for reports.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to understand and follow oral and written instructions.
- Ability to operate standard office machines including a computer, telephone, scanner, copier, and facsimile.
- Must be honest and trustworthy, respectful, and demonstrate sound work ethic.
- Must possess emotional maturity, flexibility and good interpersonal skills.

MINIMUM QUALIFICATIONS – Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. Bachelor or associate degree preferred.
2. Must have a valid Alabama Driver's License, a good driving record.
3. Must submit to and pass a pre-employment physical, and drug and alcohol screening.
4. Prior to employment offer, position subject to satisfactory background check.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

Essential Physical Abilities
Work is primarily performed in an office setting.
Supervisory Control
The Tourism & Public Relations Director assigns work in terms of general instructions. The Director will spot-check completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
Guidelines
Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.
Complexity
Having to perform multiple tasks on short notice adds to the complexity of this position.
Scope & Effect
The purpose of this position is to provide support to the Public Relations & Tourism Director and to ensure the office runs smoothly. Success in this position results in greater effectiveness of the Public Relations & Tourism processes and services.
Personal Contacts
Contacts are typically with employees, co-workers, tourism organizations, support agencies, and members of the general public.
Purpose of Contacts
Contacts are typically to give or provide information, gather information and provide services.
Work Environment

The work is typically performed in an office setting.
Supervision Exercised
Part time employees & volunteers.

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Some travel required.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position is subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy
Human Resources Dept.
Troy, Alabama

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION.

The City of Troy is an Equal Opportunity Employer.