

EMPLOYMENT OPPORTUNITY

Director of Operations Visit Eau Claire

Eau Claire, Wisconsin



DIRECTOR OF OPERATIONS

Visit Eau Claire (VEC) is currently recruiting qualified applicants to be considered for employment for the newly created position of Director of Operations.

ABOUT THE ORGANIZATION

VEC is the Eau Claire Area's official destination marketing and management organization (DMO). VEC's mission is to effectively market the Eau Claire area as a destination for conventions, group tour, and leisure markets; to promote regional economic growth; to enhance the area's overall identity and image; to sell fun, promote fun, and most importantly -- Have FUN! VEC is also the parent organization for the Eau Claire Area Sports Commission (ECASC).

The organizational core values are foundational to the work of VEC and the expectation of all team members. These values shape what we do and the roles and responsibilities of all team members. The core values include:

- Teamwork
- Knowledge
- Commitment
- Productivity
- Accountability
- Political Awareness
- Future Growth and Visioning

ABOUT THE POSITION

The **Director of Operations** will assist in achieving the VEC and ECASC missions and visions by being responsible for the management, execution and oversight of the resources and programs required to support and sustain a high performance culture that emphasizes strategic goal achievement, mission-centric attitude and ongoing superior work product. This position will be responsible for directing administration services, office management, human resources, talent acquisition and retention, orientation/onboarding, professional development programs, supervisor/management training, employee morale and satisfaction and overall health and development of our organizational human capital. The Director of Operations will report to the Executive Director of Visit Eau Claire and will be a member of the executive management team. This position will directly supervise all non-director staff positions and collaborate with department directors to achieve the organization's goals. This is a full-time exempt position, averaging 45-50 hours per week.

Visit Eau Claire is an equal opportunity employer and bases all employment decisions on merit, qualifications and competence.

IDEAL CANDIDATE PROFILE

RESPONSIBILITIES:

General Operations

- Maintain working knowledge of goals and strategies of Sales, Services, Marketing and Finance departments
- Manage and coordinate daily work assignments of non-director office personnel
- Support office personnel in completing work activities, assuring goals and deadlines are met
- Provide resources for completion of work activities
- Coordinate activities and communication between departments
- Monitor budgets of each department
- Resolve problems that arise with office personnel
- Provide project management support to various initiatives
- Assure proper alignment of job duties
- Provide reports and represent Operations Department to Executive Director and Board as necessary
- Actively participate in long term planning for VEC
- Resolve disputes that may arise between employees or departments and assure daily work is not hampered
- Work collaboratively with Department Directors to assure consistent communication and goals
- Maintain records of events and workflow
- Identify and pursue efficiencies in work flow and office procedures

Team Development/Leadership

- Assist with recruitment, onboarding and development of all team members
- Directly participate in group sales and services strategy development and implementation
- Build annual individual performance plans and goals for and with department personnel
- Provide regular feedback to team members on job performance and development needs
- Administer corrective action as necessary
- Identify and support professional development activities for team members
- Monitor team member schedules and payroll
- Maintain regular communication with Executive Director

QUALIFICATIONS:

Knowledge and Education Required

- Bachelor's Degree in Business Administration, Human Resources or related discipline
- Knowledge of principles and procedures for personnel recruitment, selection, training, management, compensation and benefits
- Sales Management training and experience is a plus

Skills Required

- Superior oral and written communication skills
- Excellent organization skills, project management, time management
- Detail oriented
- Proficient in computer software and platforms, social media
- Minimum of 3-5 years of applicable experience in leading projects and people

Abilities Required

- Ability to lead others to achieve goals and develop professionally
- Ability to prepare and manage budgets
- Ability to maintain strict confidentiality
- Proven Ability to manage multiple projects and tasks
- Ability to respond professionally to questions from Executive Management, office personnel, clients, customers and general public

Accountabilities

- Maintain well informed working knowledge of events and activities in the Eau Claire area
- Personal commitment to excellence, professionalism and creativity
- Adhere to all organization policies and values
- Accessible to employees
- Willingness to learn and embrace the organization's culture and industry
- Willingness to enthusiastically participate in organization-wide team activities
- Maintain positive stewardship of all organization resources

CHARACTERISTICS OF SUCCESSFUL VEC EMPLOYEES:

- Confident
- Genuine
- Team Player
- Honest
- Trustworthy
- Proactive
- Analytical
- Detail Oriented
- Problem Solvers
- Committed
- Reliable/Dependable
- Respectful
- Organized
- Competitive
- Motivated
- Decisive
- Fast-paced
- Able to Prioritize
- Flexible
- Willing to Seek Assistance
- Supportive
- Goal-Oriented
- Approachable
- Creative
- Resourceful
- Caring
- Community-Oriented
- Innovative
- Responsible
- Productive

COMPENSATION:

The Director of Operations position will be compensated at a base salary of \$50,000 - \$55,000 plus annual bonus potential of \$6,000. A full benefits package, including individual health and dental insurance, retirement, vacation and holidays is part of the Director of Operations compensation package.

APPLICATION AND SELECTION PROCESS

Visit Eau Claire has retained REALiving to manage the candidate screening process for its Director of Operations search. REALiving is a full-service human resource service provider headquartered in Menomonie, Wisconsin.

Qualified individuals interested in being considered for the position are invited to apply by submitting a cover letter, resume and salary history to:

Marni Waznik, REALiving Consultant

406 Technology Drive East

Menomonie, WI 54751

MWaznik@REALiving.com

No phone calls please.

Deadline for application is Wednesday, March 1, 2017 at 5:00 p.m. CST.

For more information about Visit Eau Claire, please visit: <http://www.visiteauclaire.com>