



Title: Operations Manager

Reports To: Executive Director

The Telluride Tourism Board is seeking a positive, dynamic individual to join our team as Operations Manager. This position is responsible for all operational functions of the Telluride Tourism Board and Telluride Visitors Center, including Central Reservations and Guest Services. The strong candidate will have an extensive guest services background, experience managing a team, and excellent analytical, written and oral communication skills. The Operations Manager will represent the Telluride Tourism Board in a professional manner and build and maintain relationships with key community partners. The position is full-time, year-round and the individual will work out of an office at the Visitors Center located in Telluride.

Duties and Responsibilities

Guest Services and Central Reservations

- Build and maintain positive, professional relationships with local lodging community, activity vendors, restaurants and retail businesses.
- Hire and onboard new employees with an effective training program.
- Manage Central Reservation contracts, and ensure optimal sales opportunities through online and direct channels.
- Create and implement Central Reservations incentive program.
- Daily management of guest services team at the Visitors Center, Montrose Regional Airport and Oak Street Station kiosk (during summer months).
- Create and manage annual staffing budget.
- Provide support on an as-needed basis by assisting with walk-in traffic, answering phone calls, booking lodging and activity reservations and online chats.
- Ensure the Visitors Center properly represents the organization and destination by maintaining its appearance and providing relevant information to the guests.

- Incorporate destination stewardship principles into guest services program through staff training and visitor education.

Reporting

- Manage vendor accounts and relationships with various platforms that support Central Reservations, and programs that provide key visitor metrics to the organization and community.
- Produce Key Performance Indicator (KPI) reports using data generated from platforms, and translate the information to a narrative that can be used for partner reporting and other requests.

Office Management/Administrative Duties

- Assist in managing the audiovisual components of the Visitor Center.
- Schedule maintenance, IT assistance, lift inspection, fire alarm or other necessary services.
- Act as direct contact for the building's HOA and report other necessary services.
- Collect mail, and upload invoices and statements to the Financial Administrator.
- Maintain check log and make bank deposits.
- Manage office supplies.
- Oversee payroll.

Other Duties as Assigned

Required Skills, Abilities and Experience

- A Bachelor's degree in related fields.
- 5+ years of relevant experience: guest services and/or lodging.
- Experience leading a team.
- Highly organized, with attention to detail and the ability to multi-task.
- Ability to meet deadlines.
- Demonstrated writing and verbal skills necessary to communicate with a wide variety of individuals.
- In-depth knowledge of Telluride, Mountain Village, San Miguel County and surrounding areas.
- Proficiency using a variety of computer software programs.
- Strong creative, problem solving and analytical skills.
- Guest services oriented.
- Represents the organization in a positive light and collaborates well with community partners to ensure a strong relationship.

Benefits

- Health insurance including medical, dental and vision with Health Savings Account
- IRA match program

- Vacation and PTO
- Ski pass

Salary Range: \$55,000 - \$65,000 DOE

In compliance with Colorado's Equal Pay for Equal Work Act (EPEWA), salary range is being disclosed. Compensation will be determined based on experience.

Please send a cover letter and resume to Info@VisitTelluride.com. Applications without a cover letter will not be considered.

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as established to meet the ongoing needs of the organization. The Telluride Tourism Board is an "at-will" employer.

Telluride Tourism Board is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), sexual orientation, gender identity, national origin, disability, marital status, or status as a U.S. Veteran.