

**Wisconsin Dells Visitor & Convention Bureau
Job Description**

Job Title: Information Services Manager
Department: Operations & Technology
Reports To: Director of Information Technology
FLSA Status: Exempt
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Approved By: Romy A. Snyder
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Summary Directs and coordinates development and production activities of computerized management information systems by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Assists IT Director with the management of WDV&CB's information systems. Assists with administration and maintenance of CRM system (Microsoft Dynamics CRM) and Access databases including integration of external data, creates and maintains documentation on processes, policies and application configuration, trains and provides technical support to end users. Supports staff with usability issues and fields requests for system enhancements.

Manages telephone systems to include: coordinating maintenance procedures and schedules, monitoring voice mail boxes and ports, messages and updates as necessary, maintains telephones and related equipment inventory, evaluates processes and equipment and makes recommendations for improved efficiency and effectiveness, monitors telephone system costs, establishes and maintains extensions and users, including adds, moves and deletes in user system software, and support with outside vendors.

Prepares statistics and data to include: Inquiry and fulfillment reports monthly, prepares reports for marketing and advertising tracking as directed, prepares customer data for direct mail as directed, provides membership lists to outside sources as directed, assists with staff data requests as directed.

Position works closely with Network Systems Manager to manage repair/maintenance of data processing equipment (i.e. photo copiers, fax machines, scanners, etc.).

Develops, implements and monitors manager information systems policies and controls to ensure data accuracy, security and legal and regulatory compliance.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following two categories of competencies:

Core Competencies

It is expected that WDVCB employees are:

Dependable

- Diligent Completes all tasks of a job in a timely and accurate fashion. Does what they say they will do with no excuses. Does not need reminders.
- Ethical Performs all work with the highest level of integrity, inspires trust. Does the right thing, especially when no one is looking.
- Plans Well Completes all coaching plan actions.
- Efficient Uses both time and resources without waste.
- Attendance Plans absences in advance and with notice.
- Punctual Is on time for work, meetings and appointments.
- Plays by the Rules Follows the rules, policies and guidelines of the WDVCB.

Respectful

- Adaptable Adapts to change easily and with little resistance.
- Communication Communicates clearly, genuinely and in the most efficient manner.
- Coworker Champion Compliments the achievement of others and recognizes and celebrates extra effort.
- Open Listens to others opinions and ideas and respectfully disagrees when theirs differ.
- Team Player Offers assistance wherever and whenever needed and shows gratitude for assistance.
- Courteous Is courteous and professional to all visitors and coworkers, doesn't pre-judge and never speaks negatively about them.
- Time Management Is mindful of others workloads and schedules.

Positive

- Work Face Professional in all communication and "checks life at the door". Exhibits genuine enthusiasm and enjoys their work.
- Problem Solving Looks for solutions and offers suggestions instead of complaining.
- Upbeat Looks for the good in everything – their energy brings others around them up. Avoids dramatic and negative people.
- Leadership Portrays traits and behaviors that others want to emulate.
- Walks the Talk Consistently displays positive, "glass half full" attitude – doesn't just say "I'm positive!"

Coachable

- Growth Wants to improve, knows they have more to learn and room to grow.
- Team Player Appreciates others opinions and wants to learn from them.
- Reflects Looks in the mirror – reflects on their thoughts and actions as contributing factors and not that of others.
- Change Applies coaching and feedback to prevent issue/error reoccurrence.
- Acceptance Accepts and learns from constructive criticism.

Job Specific Competencies

- Analytical Looks for more efficient/productive ways. Collect and evaluates data to head off possible issues. Designs work flows and procedures.
- Technical Skills Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.
- Judgement Willingness and ability to make sound/accurate decisions. Supports and explains reasoning for decisions; Includes appropriate people in decision-making. Directs and coordinates development and production activities of computerized management information systems by performing the following duties:
ing process; makes timely decisions.
- Initiative Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Asks for and offers help when needed.
- Innovation Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Computer and Internet savvy with knowledge of basic database functionality, database management experience a must. SQL database experience a plus.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Other Skills and Abilities

Other Qualifications

Physical Demands The 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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to type and talk or hear. The employee is occasionally required to stand and walk.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet..