

Wisconsin Dells Visitor & Convention Bureau  
Job Description

Job Title: Operations & Technology Coordinator  
Department: Operations & Technology  
Reports To: Director of Information Technology  
FLSA Status: Non-exempt  
Prepared By: Tammy Stephan  
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Approved By: Romy A. Snyder  
Last Reviewed Date:  
Consultant Review Date:  
Grade:

#### Summary

The Operations & Technology Coordinator provides daily support to the Operations & Technology department. This role will help ensure organizational objectives are carried out and accomplished in an effective, timely and efficient manner.

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

#### OPERATIONS RELATED RESPONSIBILITIES (50%)

- Manage purchasing for Ops/Tech department to include: invoice processing (approval), tracking/reconciliation of annual budget spending.
- Maintain service & maintenance agreements/contracts
- Gather information for monthly performance board reports
- Maintain department procedures & policy manuals.
- Maintain library of training documents.
- Maintain project/case system
- Prepare 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.
- Maintain Material Safety Data Sheet (MSDS) binder and ensure all new & existing products ordered are updated in binder
- Assist as needed with mailroom projects
- Assist with quarterly staff software training sessions

#### TECHNOLOGY RELATED RESPONSIBILITIES (50%)

- Assist IT Director with the management of WDV&CB's information systems.
- Assist with administration and maintenance of CRM system (Microsoft Dynamics CRM) and Access databases including integration of external data, data dupe detection, trains and provides technical support to end users.
- Assist with creating and maintaining documentation on processes, policies and application configuration.
- Maintain equipment inventory
- Manage IP telephone system to include: coordinating maintenance procedures and schedules, monitoring voice mail boxes and ports, messages and updates as necessary establishes and maintains extensions and users, including adds, moves and deletes in user system software, and support with outside vendors, monitors telephone system costs.
- Manage member leads programs.

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

Attend member related events and actively participate in WDVCB, Wisconsin Dells Festivals and other related company sponsored events as requested.

### 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. Works to completion regardless of hours necessary.
- Ethical                                         Performs all work with the highest level of integrity, inspires trust. Does the right thing, especially when no one is looking. Maintains confidentiality.
- Plans Well                                     Plans and prioritizes appropriately. Plans for needed resources. 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

- Achievement Focus Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles, measures self against standard of excellence, recognizes and acts on opportunities and takes calculated risks to accomplish goals
- Analytical Looks for more efficient/productive ways. Collect and evaluates data to head off possible issues. Designs work flows and procedures.
- Customer Service Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Innovation Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- 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; makes timely decisions.
- Technical Skills Assesses own strengths and weaknesses. Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

### 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. 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.

Please note 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.