
Visitor Services Manager Resume

Job Objective

To obtain a secured position as Visitor Services Manager and so I can become a valued member of the team while moving forward with my training in this field.

Highlights of Qualifications:

- Experience in administering special events, managing visitors requirements and catering to needs of various audiences
 - Outstanding knowledge of public relation procedures and techniques
 - Operational knowledge of Microsoft products, cold-calling businesses
 - Remarkable ability to work in contact management systems
 - Ability to resolve all issues with practical solutions
 - Skilled to collect data and analyze it
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Professional Experience:

Visitor Services Manager
Morton Arboretum, Grand Rapids, MI
October 2008 – Present

- Identified all services and tourist attraction in nearby areas for visitors.
- Managed inquiries and responded to all mails and email queries of customers.
- Evaluated all visitor center staff and work done by volunteers.
- Monitored inventory management of center and placed purchase orders accordingly.
- Scheduled staff for each staff at visitor information center and updated information on local events.
- Developed employee time sheet and processed all information.
- Conducted various visitor surveys for various researches.
- Administered all feedback and recommended all collateral needs.

Visitor Services Specialist
Harvard University, Grand Rapids, MI
August 2003 – September 2008

- Executed all special events, scheduled and coordinated all special events at facility.
- Managed client requests, scheduled events based on gathered information and assisted sales manager in implementing it.
- Resolved all problems and provided optimal customer services.
- Administered membership programs such as fund raisers and direct mail campaigns.
- Assisted Development Officer with various special events and projects.
- Supervised work of all staff members and volunteers.

Visitor Services Representative
Ventura Visitors & Convention Bureau, Grand Rapids, MI
May 1998 – July 2003

- Monitored all information on various events and business.
 - Maintained all bulletin boards and brochure racks.
 - Managed visitor itineraries and assisted in all queries.
 - Assisted visitors coming to office and provided information on destination.
 - Analyzed and interpreted all maps and directions.
 - Organized working of security alarm system and performed troubleshoot on same.
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Education:

Bachelor's Degree in Marketing
Missouri Valley College, Marshall, MO

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