



north lake tahoe

Incline Village/Crystal Bay Visitors Bureau

**JOB TITLE:** Operations and Finance Director

**SUPERVISORS TITLE:** President/CEO

**STATUS:** Salary, Year Round

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### **DESCRIPTION OF ORGANIZATION**

The Incline Village Crystal Bay Visitors Bureau (IVCBVB) is a 501 (C) (6) corporation duly organized and existing under the laws of the State of Nevada. The IVCBVB is the designated and official visitor's bureau for the Nevada side of North Lake Tahoe and expends transit occupancy taxes (TOT) in various marketing and tourism channels. The IVCBVB works closely with our partners on the California side of North Lake Tahoe to promote the North Lake Tahoe region as a single travel destination.

### **ORGANIZATION MISSION**

To encourage tourist visits and ultimately enhance the occupancy and revenues for lodging facilities in the Incline Village and Crystal Bay areas.

### **JOB SUMMARY:**

IVCBVB seeks a professional, highly experienced, multi-task oriented and customer centric Operations and Finance Director. This position serves as comprehensive executive support to Visitor Bureau office and associates. This role is responsible for managing the day to day business operations of the bureau and associated organizational personnel. Assist CEO in any way necessary in attaining the objectives of the organization.

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### **KEY RESPONSIBILITIES:**

- Responsible for the day-to-day operation of the Visitor Center and Bureau administration offices.
- Oversee Visitor Center staff and execute appropriate customer service training programs, employee retention and employee morale.
- Assist guest as needed in person, by phone or by internet/email.
- Oversee, maintain and manage schedules, payroll, personnel files, daily time sheets, vacation and sick day accruals, payroll, health insurance, retirement accounts, personnel compliance matter and associated Human Resources needs of the organization.
- Responsible for accounts receivable and accounts payable.
- Responsible for inclusive record keeping, vendor correspondence, inventory & storage, merchandise ordering, supplies, computer software & systems, and general office environment.
- Optimize Visitor Center retail merchandise sales and tour revenues.

- Provide support to Board of Directors including managing calendar, recording minutes of meeting, and managing and distribution of notices, agendas and supporting materials.
- Provide administrative and project support to CEO as directed.
- Maintain a solid knowledge of local businesses, services, events and activities in the Incline Village Crystal Bay region.
- Represent Bureau at meetings and activities as appropriate.
- Attend monthly Board of Director meetings.
- Ensure both internal and external building environments are well kept and in good repair. Schedule all building maintenance as necessary.

**MARGINAL JOB FUNCTIONS:**

- Assists and performs other job functions as requested or assigned.
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**ESSENTIAL QUALIFICATIONS AND ABILITIES:**

- Minimum of 10 years of professional experience in managing nonprofit, financial, administrative, and human resources operations.
  - Experience managing public sector funding, working with external stakeholders and managing a professional staff will be required.
  - Strong written and verbal communications skills.
  - Strong time management skills.
  - Able to work independently and as part of a team.
  - Flexibility regarding scheduling – may attend evening and weekend events as needed.
  - Strong initiative, able to handle routine problems, excellent troubleshooting skills and decision making techniques.
  - Computer literate in Word, Excel, PowerPoint, and QuickBooks amongst others.
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**EDUCATION:**

- College degree or higher or equivalent work experience.
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**EXPERIENCE:**

- Previous customer services experience required.
  - Background in a destination marketing organization, the hospitality industry, or other service industries would be beneficial.
  - Previous Human Resource/Management experience preferred.
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**LICENSES OR PERMITS REQUIRED:**

- Valid State of Nevada Driver's License.
  - Valid ID, green card or resident card if not a U.S. citizen.
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**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

Physical demands and the work environment described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to engage staff with disabilities to perform essential functions. While performing the duties of this job, the employee is frequently

required to sit, stand, walk and reach with arms and hands. Must be able to lift 50 lbs. and perform repetitive motions at times.

### **COMPENSTATION**

Salary commensurate with experience. Benefits include paid vacation and sick time, retirement program, and medical, dental and vision upon 90 days of employment.

### **APPLICATION PROCESS**

Interested and qualified applicants are invited to send a resume, cover letter and salary history to: [andy@gotahoe.com](mailto:andy@gotahoe.com). Please include Operations and Finance Director in the subject line of your email. No walk-ins, phone calls or recruiters please. Resumes will be accepted until position is filled.