Business Services Coordinator
Wyoming Office of Tourism
State of Wyoming

The Wyoming Office of Tourism (WOT) is the marketing division charged with bringing visitors to Wyoming. By actively promoting Wyoming as a vacation destination to both the domestic and international markets, WOT contributes significantly to Wyoming's economic fiber by building a strong tourism industry.

The Business Services Coordinator position is an essential function in the maintenance of an effective WOT customer service program. This position is responsible for providing support to multiple programs and reports directly to the Director of Business Operations. This position is also responsible for providing vacation planning information, answering questions about Wyoming and serves as the primary face/voice of the WOT to consumers requesting information necessary to plan their vacation.

Principle Duties and Responsibilities

- Responds to and appropriately directs a high volume of phone traffic; serves as one of the primary contacts for the business phone line and consumer 800 line. Provides information to consumers to help them with their vacation planning. Answers questions to help consumers obtain the necessary information to make their vacation to Wyoming successful.
- A/P and A/R functions using WOLFS (Wyoming Online Financial System).
- RFP and Contract development, tracking and financial payments.
- Provides administrative and project management support to the Global Sales and Services team.
- Assists with the office work flow management process and responds verbally and/or in writing to requests for information.
- Assists with all aspects of WOT mailroom, shipping and receiving.
- Accurately maintains agency files and records; inputs data into databases.
- Responsible for tracking and data entry of inquiries, fulfillment database, and generates fulfillment and telephone inquiry reports. Responsible for collecting monthly data for various reports.
- Responsible for the sales of promotional Wyoming merchandise, maintaining inventory and tracking through QuickBooks.
- Backup for Business Services Senior Coordinator for Executive Director and Tourism Board.
- Resolves problems and makes recommendations for improvements.
- Performs other duties as assigned.

Position Requirements

- **Technical Abilities:** Knowledge of office procedures, modern office practices and equipment. Skilled with WOLFS, QuickBooks, Salesforce, Microsoft Office products (Excel, Word), Gmail, Google Docs, Sheets and Google Calendar. Solid understanding of Generally Accepted Accounting Principles and Practices with experience in governmental accounting.

- **Communication:** Excellent verbal and written communication skills; ability to convey information in a clear, concise and meaningful manner for audiences with varied levels of expertise and at all organizational levels. Knowledge of methods used to tactfully deal with the public.

- **Project Management:** Ability to prioritize work, set expectations, and meet deadlines. Ability to multi-task with constant interruptions and produce consistent, quality work on time. Creative approach to solving problems. Professional judgment. Strong organizational and planning skills. Ability to manage the project from beginning to end.

- **Practical and Intuitive Skills:** Strong knowledge of Wyoming and its offerings as a vacation destination. Basic knowledge of various state agencies to direct consumers to the proper agency to handle their question or inquiry. Team orientation and demonstrated ability to work with multiple organizational levels and functional departments. Must be able to show initiative and self-direction, including anticipating what needs to be done before it becomes a necessity. Must maintain composure and objectivity under pressure.

- **Experience**: Three years' professional experience in an administrative and/or clerical role. Governmental Accounting, WOLFS, Contract and Project management experience and travel industry background a strong plus.

- **Education Level:** High School diploma, some college coursework. Experience will be considered in place of degree.

- **Special Requirements**: Typically the employee may sit comfortably to perform the work; however, there is also standing, bending, and carrying boxes up to 50 pounds. Candidates will be subject to background and reference investigation.

Applications are available on the web: www.travelwyoming/industry. Send application, cover letter, resume, and salary history to Chava Case at the Wyoming Business Council, 214 W. 15th, Cheyenne, WY 82001 or e-mail wbc-applications@wyo.gov. Applications received by October 28th, 2016 will receive primary consideration.

Salary commensurate with experience. The Wyoming Office of Tourism is an at-will employer. The position is located in Cheyenne, WY.