

TOURISM TRAVEL INFORMATION CENTER SUPERVISOR

KIND OF WORK

Supervision of a Travel Information Center operations.

NATURE AND PURPOSE

Under limited supervision, directs the activities of one of the Transportation Travel Information Centers (TIC). Responsibility extends to assisting the Transportation Travel and Information Center Director in the development of TIC operating policies and procedures, completing special assignments which have statewide impact, participating in marketing activities and ensuring TIC operations are accomplished in accordance with overall goals and objectives; performs related work as required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Plans, organizes, assigns, and directs the work activities of subordinate staff to facilitate the attainment of the center's goals and ensure the consistent application of policies, procedures and guidelines.

Trains center staff in the performance of assigned responsibilities and operating policies and procedures using statewide TIC training plan to ensure accurate information is provided to the traveling public in a prompt and courteous manner.

Determines appropriate personnel actions such as selection, promotion, rewards, and discipline based on selection interviews and performance appraisals for recommendation to the Transportation Travel and Information Center Director so that adequate staffing levels are maintained and human resources are utilized effectively.

Develops budget requests by identifying the justifying center needs annually and submits to Director to ensure that adequate supplies and equipment are available to provide TIC services.

Performs statewide special assignments such as developing and conducting surveys, developing and publishing various written materials, developing a statewide training plan for center personnel or formulating a new inventory control system on the behalf of the Director to improve overall operations or services of the Centers.

Represents the State of Minnesota at travel shows, conferences, and other appropriate meetings to promote travel and tourism in Minnesota.

Advertises and promotes the TIC services and the scenic, recreational and historic sites throughout Minnesota in order to increase public awareness and use through the development of brochures, media contracts, and membership in local community organizations.

Develops and implements local operating policies and procedures in accordance with program objectives to provide solutions to local problems.

Provides information verbally or through printed materials on the weather, road conditions, and the scenic, recreational and historic sites throughout Minnesota to the traveling public.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Minnesota's scenic, recreational and historic sites sufficient to assist employees in responding to all requests for information from the traveling public.

Rules, regulations, policies, and procedures governing Travel Information Center operations sufficient to manage Center operations and develop local operating guidelines which are consistent with overall goals and objectives.

Supervisory techniques and union contracts sufficient to accomplish the workload through subordinate employees.

Ability to:

Communicate in written form sufficient to develop brochures, articles, news releases, policies and procedures.

Interact with people sufficient to develop positive relationships with clientele, community organizations, other DOT staff and the general public.

Speak effectively sufficient to make formal and informal presentations to various groups.

Lead the work of others sufficient to independently oversee Center operations.

Est.: 1/87T.C.: 3/89

Rev.: 3/89 Former Title(s): Transportation Travel

Information Center
Supervisor