

Job Descriptions

About Experience Franklin County, Indiana, Inc. (EFCII):

EFCII is a destination, development and visitor's bureau organization for Franklin County Indiana. It is a 501 c 6, tax-funded, nonprofit organization. This organization works closely with all lodging, attractions, events & restaurants within Franklin County, Indiana. It is governed by an independent Board of Directors that set their own mission, policies and procedures but follow closely with the Franklin County Convention, Recreation and Visitors Commission (FCCRVC) mission.

Organizations Mission: "To increase visitor spending and economic growth by developing, promoting and marketing quality Franklin County travel experiences."

Values:

- Partnership and Collaboration
- Service to the Community
- Diversity
- Professionalism
- Confidentiality
- Detailed oriented.

Job Title: Executive Director for EFCII & Authorized Representative for FCCRVC

Purpose: The Executive Director is the key management leader of Experience Franklin County, Indiana Inc. The Executive Director is responsible for overseeing the administration, mission, and strategic plan of the organization. Other key duties include marketing and community outreach. The position reports directly to the Board of Directors. The Executive Director will also be the “authorized representative” for the Franklin County Convention, Recreation and Visitors Commission. The Executive Director will oversee FCCRVC’s mission and duties that may be required.

Location: The Executive Director will work out of the nonprofits main office located at 18 West 10th Street, Brookville, IN 47012 and at designated sites and events as identified by the Board of Directors.

Reports To: Experience Franklin County Indiana Inc. Board of Directors & Franklin County Convention Recreation Visitors Commission

General Responsibilities:

- 1.) Board Governance: Works with boards in order to fulfill the organizations mission.
 - a. Responsible for leading EFCII & FCCRVC in a manner that supports & guides the organization’s mission as defined by the Board of Directors.
 - b. Responsible for communicating effectively with the Boards and providing, in a timely and accurate manner, all information necessary for the Boards to function properly and to make informed decisions.
 - c. Understanding the Indiana Uniform Tax code and advising the Board of Directors with guidance to follow the code.
- 2.) Financial Performance & Viability: Develops resources sufficient to ensure the financial health of the organization.
 - a. Responsible for the fiscal integrity of EFCII and FCCRVC, to include submission of a proposed annual budget and monthly financial statements (provided by accountant), which accurately reflect the financial condition or the organization.
 - b. Responsible for fiscal management that generally anticipates operating within the approved budget, ensures maximum resources utilization, and maintenance of the organization in a positive financial position.
 - c. Responsible in knowing State Board of Accounts requirements and to guide the boards in following those requirements.
 - d. Responsible in billing and invoicing organizations in co-op marketing efforts.

- 3.) Organization Mission and Strategy: Works with boards and staff to ensure that the mission is fulfilled through programs strategic planning and community outreach.
 - a. Responsible for implantation of EFCII's & FCCRVC's programs that carry out the organizations mission.
 - b. Responsible for strategic planning to ensure that EFCII can successfully fulfill its mission into the future.
 - c. Responsible for the enhancement of EFCII's image by being active and visible in the community and by working closely with other professional, civic and private organizations.
- 4.) Organization Operations: Oversees and implements appropriate resources to ensure that the operations of the organizations are appropriate.
 - a. Responsible for the effective administration of EFCCII & FCCRVC operations.
 - b. Responsible for the hiring and retention of competent, qualified staff and volunteers.
 - c. Responsible for signing all notes, agreements, and other instruments made and entered into on behalf of the organizations after the Board of Directors have approved such signature.

Actual Job Responsibilities:

1. Establish and administrative policies and procedures for all functions and for the day-to-day operations for the nonprofit & commission.
2. Serve as EFCII's & FCCRVC's primary spokesperson to the organization's constituents, the media and the general public.
3. Understanding the difference between a governmental agency and a nonprofit corporation. The Executive Director will be overseeing both entities and must have and maintain a clear difference in the two organizations.
4. Establish and maintain relationships with various organizations throughout the state and utilize those relationships to strategically enhance EFCII's & FCCRVC's mission.
5. Report to and work closely with the Board of Directors to seek their involvement in policy decisions, and to increase the overall visibility of the organizations throughout the state.
6. Supervise and collaborate with organization staff and volunteers.
7. Attend all meeting of the boards and other designated committees in an advisory, non-voting capacity. Oversee FCCRVC & EFCII's board meetings. Type minutes for FCCRVC and EFCII and set agenda for each meeting.
8. Oversee marketing and other communications efforts.
9. Review and approve contracts for services. Present to the boards for approval.
10. Distribute brochures and informational packets through a wide variety of venues.

11. Answer phone, emails and provide information to all visitors.
12. Make sure boards are following the federal, state and local laws and ordinances.
13. Preparation of the annual budget that supports the mission and activities of the organization and presents it to the boards for approval. Once approved submit to Auditor for county council approval.
14. Operating within the approved budget and guiding the Board of Directors to stay within the approved budget.
15. Manage the organizations financial responsibilities and create claim forms, schedule annual audit in accordance with procedures approved by the board.
16. Develop and supervise the implement of an annual operating and marketing plan, in order to promote Franklin County as a destination to local, state, regional, national and international audiences.
17. Work closely with other community organizations to promote and grow their events as an economic drive for the county. Obtain event dates and maintain good working relationships.
18. Establish and maintain ongoing effective communication with board members, local government leaders, business and cultural institutions leaders, innkeepers, event planners, and the local tourism industry.
19. Represent the organization at selected local, state, regional and national conventions that serve to foster the betterment of the organization's missions.
20. Develop and maintain effective organization policies and ensure that all organization activities are implemented within these established policies, guidelines, laws and ethical standards.
21. Select, train, supervise and evaluate assigned personnel; coordinate staff and volunteer training, oversee implementation of discipline and termination procedures for all staff and volunteers.
22. Maintain website and Local Calendar of all events.
23. Work with accountant on all financial aspects.
24. Maintain all insurance and bonds. Make sure they are current and recorded.
25. Work with a designer for brochure design, ad design or any other media aspects to take to the Board of Directors for approval.
26. Organize and stock showroom with brochures and other information for visitors.
27. Establish and implement grant procedures and polices that the Board of Directors approve. Make sure Board of Directors and grant recipients follow the procedure and policies.
28. Create itineraries for visitors and travel groups.
29. Schedule all aspects for commercials, film crews and photographers or any other professionals that require the organizations assistance.

30. Gather bids when approved work needs to be done through the organization.
31. Conduct outreach meetings with local groups.
32. Work cooperatively with the Board of Directors to create and implement strategic plans that follow the mission of the organizations.
33. Maintain an accurate list of all lodging, restaurants, attractions and shopping destinations within the county. Try to obtain photos and menus and other information about each business.
34. Attend events and meeting representing both organizations.
35. Input events on radio, TV and other destination website.
36. Photograph of events and destinations that are needed for brochures, website and ad development.
37. Develop a monthly newsletter of events to be send via email and social media outlets.
38. Keep social media up to date and share relevant information. Implement e a program to increase followers.
39. Be able to give directions to area events, attractions, restaurants and lodging, either verbally, electronically using a map or mapping application.
40. Other duties as assigned by the Board of Directors.

Professional Qualifications:

1. Have a passion for and some knowledge of Franklin County Indiana and the tourism industry.
2. Five or more years of “tourism” related field experience is preferred but not mandatory.
3. Strong written and oral communication skills
4. Strong public speaking ability
5. Solid, hands on, budget management skills, including budget preparations, analysis, decision making and reporting.
6. Ability to work with the public and organizations.
7. Strong organizational ability including planning and program development.
8. Skills to collaborate with and motivate board members.
9. Microsoft, Adobe, WordPress, Excel and Outlook proficiency is highly recommended
10. Demonstrate ability to maintain website and social media content and the ability to review and interpret data analytics from these courses.
11. Experience in strategic planning and budget development/implantation
12. Confidentiality is a must.

Time Commitment

1. Office is open:
 - a. (November to April) Monday – Friday
 - b. (May to October) Monday – Saturday
 - c. Monday – Friday 9 am to 3 pm
 - d. Saturday 8 am to 12 pm.
2. Required to attend county Events and meetings.
3. May be required to travel outside the county for meetings.

Dress Code

Dress code is flexible. When representing EFCII or FCCRVC employee should always be dressed respectfully in business-to-business casual.

Salary: Please submit salary requirements on application

Application Process: Send cover letter, resume and complete application to Info@FranklinCountyIN.com or drop off at 18 West 10th Street, Brookville, In 47012

Job Title: Part Time / Seasonal Employee

Purpose: Part Time / Seasonal Employee will provide support to the Executive Director during peak tourist season in Franklin County, Indiana. This position will also fulfill the absence when the Executive Director can not be in the office.

Location: The Part Time / Seasonal Employee will work out of the nonprofits' main office located at 18 West 10th Street, Brookville, IN 47012

Reports To: Experience Franklin County, Indiana, Inc. Executive Director

General Responsibilities:

EFCII employees are usually the first point of contact for many visitors arriving in Franklin County, Indiana. It is the employee's responsibility to provide excellent customer service by using appropriate current up to date visitor information in a professional and friendly manner. This needs to be done in person, by email or by phone. This person should be able to work independently and keep information confidential.

Actual Job Responsibilities:

1. Answering Phones & taking detailed messages
2. Filing
3. Maintenance of office space
4. Attend to telephone and walk-in inquiries in a friendly and professional manner and refer non-visitor inquires to the appropriate department.
5. Collect accurate and detailed statistical information as required.
6. Adhere to the EFCII procedures and code of conduct as described in the Employee Handbook
7. Mailing out informational packets to prospective visitors
8. Stocking show room with brochures and other information
9. Other duties specified by the Executive Director

Professional Qualifications:

1. Be self-directed, willing to take initiative and be detailed oriented.
2. Be respectful and maintain confidentiality.
3. Computer skills are desired, but not necessary.
4. Must present a professional appearance and friendly manner.
5. Must be dependable and punctual.
6. Be courteous and professional when dealing with the public.

7. Have a passion for and some knowledge of Franklin County Indiana and the tourism industry.
8. Have excellent communication and customer service skills in order to provide outstanding customer service to both visitors to the Welcome Center, by email, and by telephone.
9. Good written and oral communication skills.

Time Commitment

1. There are no set hours. Hours depend on the Executive Directors Schedule. Usually, a couple of days a month during peak tourist time. Those days and times will be in made available in advance on a monthly schedule.
2. Office is open:
 - a. (November to April) Monday – Friday
 - b. (May to October) Monday – Saturday
 - c. Monday – Friday 9 am to 3 pm
 - d. Saturday 8 am to 12 pm.

Dress Code

Dress code is flexible. When representing EFCII or FCCRVC employee should always be dressed respectfully in business-to-business casual.

Age Requirement: Must be 16 or older with reliable transportation and be able to work specified hours. (16- & 17-year-old, in school, must supply a work permit)

Salary: \$7.25 (Or Indiana’s Minimum Wage) to \$10 per hour. Pay depends on knowledge of county and other aspects. There will be a probation time for all employees as set per EFCII Employee Handbook.

Application Process: Send cover letter, resume and complete application to Info@FranklinCountyIN.com or drop off at 18 West 10th Street, Brookville, In 47012