



OPEN JOB ANNOUNCEMENT

Destination Specialist – Safety & Satisfaction (Tourism Industry Relations Officer)

ANNOUNCEMENT NO.: 2022-004
DATE POSTED: May 13, 2022, Friday 8:00am
CLOSING DATE: May 27, 2022, Friday 5:00pm
PAY GRADE: M
PAY RANGE: \$40,762.00 - \$61,143.00

Position Title: Destination Specialist – Safety and Satisfaction

Reports to: President & CEO or His Designee

Summary: Responsible for the enhancement of tourist industry relations and visitor safety and satisfaction which require the complex work of planning, developing, implementing and overseeing programs and projects geared towards ensuring the achievement of goals and objectives of the Bureau. Employee in this position exercises a wide latitude of independent judgment and actions in accordance with pertinent laws, rules, regulations and policies of the Bureau. Employee often serves as team or group leader in TIR/VS projects. Employee in this position requires minimal supervision.

Qualifications/Requirements:

- Three years of experience in planning, developing, coordinating, and implementing programs or projects or closely related work, and graduation from a recognized college or university with a Bachelor's degree; or
- Any equivalent combination of experience and training which provides the knowledge and ability to perform fully the work involved in the position.
- Valid Guam Driver's License and Authorization to Work in the US

Essential Functions:

- Staffs the Tourism Industry Relations/Visitor Satisfaction Committee; organizes various committee meetings; prepares correspondence, meeting minutes, budget justifications and reports; implements, oversees and follows up on actions taken by the Committee and/or Board; manages and coordinates various activities to ensure accomplishment of identified programs and services.
- Develops, implements, monitors and evaluates programs designed to enhance the awareness and quality of visitor safety and satisfaction, as well as industry quality standards that ultimately affect both the visitors and local community.

- Directs and coordinates hospitality-related services for airport and ship arrivals (government officials and dignitaries, media/press, travel agents, educational voyage groups, cruise ships and military vessels, etc.).
- Evaluates, identifies and develops processes or solutions to problem areas and complaints affecting visitor satisfaction and safety.
- Consults with complainants, reports and follows up on violations of established rules and regulations to appropriate governmental agencies.
- Serves as liaison on ad hoc committees with GovGuam agencies, the Japan/Guam Travel Association and the Guam Hotel & Restaurant Association in matters relative to the Bureau's goals and activities. Involved in co-planning and assists in the implementation of official events or activities related to the tourism industry and as directed by the General Manager.
- Coordinates on-island promotional activities such as receptions and cultural/educational exchange activities and arrangement of on-island functions involving promotional projects related to all markets.

Knowledge, Skills & Abilities:

- Knowledge of the principles, practices, methods, techniques and management of public administration.
- Knowledge of the tourism industry as a whole.
- Ability to gather, organize, analyze and evaluate facts and determine compliance or deficiencies related to established parameters.
- Ability to interpret and apply applicable laws, rules, regulations, policies and procedures.
- Ability to evaluate operational effectiveness and implement changes for improvement.
- Ability to meet and deal effectively with individuals, travel trade representatives, organizations and groups.
- Continuing familiarity with problems areas in the community involving community/tourist industry relations.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain records and prepare reports.

Key Competencies:

1. Technical Capacity.
2. Personal Credibility.
3. Thoroughness.
4. Collaboration Skills.
5. Communication Proficiency.
6. Flexibility.
7. Interpersonal Relations.
8. Problem Solving.

Supervisory Responsibility:

This position has no supervisory responsibilities.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

- This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.
- This position involves activities related to setting up meetings, meeting functions and facilities.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Disclaimer:

This job description does not constitute an employment agreement between the GVB and the employee and is subject to change by GVB, with GVB Board approval, as the needs of GVB and requirements of the job change.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER
WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE,
NATIONAL ORIGIN, OR DISABILITY.

/s/

Carl TC Gutierrez
President and CEO