



Three Sister Springs Manager
Three Sisters Springs
City of Crystal River

Exempt: No
Salary Range: \$ 38,500 - \$48,500
Shift: Full time 5 days per week; schedule will vary
Reports To: City Manager

JOB SUMMARY:

Manager will oversee Three Sisters Springs Center, an ecotourism business for the City of Crystal River that operates trolley tours and land access to the refuge. The incumbent will supervise Visitor Experience Specialists and Trolley Drivers that work in two locations; the Three Sisters Springs Center and a toll booth at the entrance to the Three Sisters Springs unit of the Crystal River National Wildlife Refuge. This position will act as the key point of contact with our partners, U.S. Fish and Wildlife Service and the Southwest Florida Water Management District, in regards to Three Sisters Springs. This position will be overseen by the City Manager.

DUTIES AND RESPONSIBILITIES:

The duties described below are indicative of what the Manager might be asked to perform. Other duties may be assigned as needed.

Essential Functions:

- Responsible for staff training and supervision.
- Resolve staffing and/or visitor issues quickly and effectively.
- Coordinate with fulltime support staff to confirm staffing needs are met through season and to delegate projects.
- Provide leadership and direction to ensure staff provides superior customer service and education to visitors.
- Prepare tourist/visitor information prompts.
- Acts as a primary point of contact for partners, media, local groups and other stakeholders.
- Assist Visitor Experience Specialists with visitor services during peak tourist times and work a flexible schedule as needed.
- Work closely with the U.S. Fish and Wildlife Service to complete projects and improvements at Three Sisters Springs.
- Develop consistent messaging for staff and visitor information.
- Responsible for digital marketing and education on social media platforms (Facebook, Instagram, Twitter, etc.) to promote Three Sisters Springs.
- Information officer to visitors regarding Three Sisters Springs, its history, West Indian Manatees, Florida wildlife, local ecotourism opportunities and general information regarding the Crystal River area.
- Support sustainable practices to encourage business longevity and reduce environmental impacts.
- Write reports, correspondence, and procedure manuals and implements projects independently.

- Manages the budget.
- Maintains statistical and financial records.
- Updating information on website, Google Business listings, etc.
- File correspondence and other records.
- Interpret scientific data and analysis.
- Develop and execute projects assigned by the City Manager.
- Perform related work as required.
- Position is responsible for handling dissatisfied customers.

QUALIFICATIONS REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Graduation from an accredited four-year university is required. Preference will be given to individuals with degrees in business administration/management, tourism, marketing and environmental science/studies. A comparable amount of training and experience may be substituted for a four-year degree.

Experience

At least five (5) years related experience and/or training is required. Experience in management, ecotourism, customer service, environmental education and/or marketing is preferred.

OTHER SKILLS AND ABILITIES:

- Ability to analyze and interpret government regulations and legal documents.
- Communication skills
- Adaptability
- Ability to effectively present information and respond to questions from employees, department heads, and the general public.
- Resourcefulness
- An interest in conservation and natural resource protection.
- Valid Florida Driver's License and a good driving record.
- Demonstrable skills with operating Microsoft Office software.
- Proficient in administering Facebook, Twitter, and print social media updates.
- Proficient in use of booking/reservation software and services (i.e. paypal).
- Demonstrable skills in managing/ coordinating staff.

PHYSICAL DEMANDS:

Position requires extended periods of sitting, standing, walking on level and slippery surfaces, reaching, twisting and turning while entering/exiting a motor vehicle or on foot within the City limits. Employee may be required to lift objects weighing up to 25 pounds. The position requires near, far, and color vision. Incumbents work in all weather conditions, around moving vehicular and boat traffic.