

**FARGO-MOORHEAD**  
**CONVENTION AND VISITORS BUREAU**  
**JOB DESCRIPTION**

**POSITION:** Business Manager                      **REVISED:** October 2018

**REPORTS TO:** President/CEO

**POSITION OBJECTIVE AND PURPOSE**

The Business Manager of the Convention & Visitors Bureau is a full-time administrative support position at the CVB. It is often a "first line" contact with the public and our clients in the community. It is also the source of clerical support and organization within the Bureau, manages the physical plant, and serves as liaison with our IT support company.

The purpose of the CVB is to market Fargo-Moorhead as a destination for visitors. We serve visitors to our community and people within the community who may have relationships to those visitors.

The purpose of this position is to provide effectiveness and efficiency in our office systems as well as being courteous and helpful with the people who turn to us in our position as the "visitor's ambassador" of Fargo-Moorhead.

This position reports to the President/CEO.

**PRINCIPAL DUTIES & RESPONSIBILITIES**

**Office/Staff Systems**

- Process and write purchase orders; complete signature process in absence of CEO; complete bank deposits for Bureau and deposit in bank
- Process all lodging tax documents, including monthly statements to hotels, and enter tax receipts in spreadsheet.
- Assist with the in-house annual audit; compile a yearly inventory with values of the contents of the F-M CVB building for the City of Fargo.
- Process new employees and employees leaving: Insurance, retirement, etc.

- Maintain general office filing system and reference files.
- Maintain knowledge of the operation of all office equipment, general repair, upkeep. Contact service people.
- Maintain knowledge of the operation of general physical plant facilities, general repair and upkeep. Contact with and supervision of service people. Hire seasonal Maintenance Personnel; oversee the grounds and building.
- Maintain inventories of and reorder office supplies, letterhead, envelopes, copy paper, etc.
- Act as liaison with the FMCVB's IT provider.
- Coordinate/oversee shipping for the CVB including mail and packages. Be familiar with all postal/shipping companies, schedules, and policies. Maintain an adequate postage balance with mailing service.
- Have complete knowledge of the operation of the office computer systems.
- Be ready to work at CVB functions and trade shows on an occasional basis as requested by the CEO.
- Assist President/CEO as requested in preparation of the monthly Board of Directors meeting.
- Must be able to move or lift, up to 40 lbs.
- Be responsible for any other duties assigned or directed.

NOTE: This is a general description of the nature of this job and the types of work associated with it. It is by no means complete or exhaustive in its scope.