## **JOB ANNOUNCEMENT**

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**JOB POSITION:**  LEAD VISITOR MANAGER  
**NATURE OF EMPLOYMENT:** FULL-TIME POSITION  
**REPORTS TO:** DEPUTY DIRECTOR FOR SITE MANAGEMENT   
**WORKPLACE:** BUTRINT

DESCRIPTION OF THE JOB POSITION

The Visitor Services Manager is responsible for organizing, managing, and improving the visitor experience in the park. This role includes ensuring high standards of service and developing programs that enhance visitor enjoyment and awareness of the park's cultural and natural significance.

**RESPONSIBILITIES:**

The Visitor Services Manager performs the following duties:

- Monitors and oversees day-to-day operations of visitor services, including ticketing, tour guides and information services.

- Prepares and follows the implementation of the annual plan of commercial, cultural, artistic, and touristic activities, as well as the calendar of artistic and social-cultural activities.

- Develops and proposes strategies to improve visitor engagement and satisfaction.

- Ensures the accuracy, efficiency and proper follow-up of ticketing operational and financial procedures.

- Conduct regular evaluations and analyzes of visitor services to identify areas for improvement.

- Ensures that staff members are well informed about the park's cultural and natural heritage to provide accurate and engaging information to visitors.

- Implements all internal regulations and guidelines of Butrint Management Foundation related to visitor services operations and position.

- Prepares regular monthly reports on visitor services activities, operations of guides, guards and ticketing officers, as well as other relevant matters, including information and statistics on the number of visitors to the park and other data.

- Undertakes the necessary measures to implement and monitor the implementation of security protocols to ensure the safety of visitors and staff.

- In relation to the guides, it maintains the data of the tour participants, their demographics and impressions in order to improve and update the guide program and service.

- Provides training opportunities for FMB guides to increase their knowledge and skills about archaeology, public speaking and engagement with visitors.

- In collaboration with FMB guides, regularly reviews and updates tour content based on visitor feedback and new archaeological findings to keep the experience fresh and informative.

- Ensures that technologies for visitor services (computers, telephones, ticket office, audio guides, and any other equipment) are functional.

- Ensure that any promotional materials and brochures for visitors are available in quantity and ensure their distribution to all visitors.

- Cooperates with local government structures, tourist agencies and operators, tourist guides, and accommodation structures to increase the number of visitors to the park.

- Conducts regular meetings with the team, providing guidance and support for professional development.

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| **REQUIRED SKILLS** | |
| **Education** | * Bachelor's Degree in Tourism Management, Business Management, Public Relations, History and Social Sciences, or a related field. * Master's Degree or specific specializations in the above fields, Cultural Heritage, or in similar fields. | |
| **Work Experience** | * At least 5 years of work experience in tourism management, management of services for visitors to cultural sites, cultural heritage management, public relations or similar fields. | |
| **Qualities** | * Knowledge of visitor center management and visitor experience at cultural sites. * Have knowledge and experience in ensuring compliance with national and international laws, regulations and standards related to the exercise of his/her duties. * Must be able to monitor and supervise day-to-day operations, ensuring that every detail is managed effectively and according to the Foundation's regulations. * To have knowledge of methodologies and techniques for analyzing the experience of visitors and for developing strategies that increase their engagement and satisfaction. * Have experience in supervising ticketing procedures and managing financial operations, ensuring accuracy and efficiency. * Have the ability to develop and oversee security protocols for the protection of visitors and staff, taking preventive measures and managing emergency situations. * Have the ability to lead and motivate a team. * To have knowledge in the use of Microsoft Office Suite (Excel, Word, PowerPoint). | |
| **Language** | * Have good communication skills in English | |

**DOCUMENTS TO BE SUBMITTED**

* Curriculum Vitae
* Cover letter
* Two reference letters

All documentation must be submitted in English.

Interested candidates should send their documents to the following address: **careers@bmf.al** (referring to the job title in your message).

Only shortlisted candidates will be contacted for an interview.

Candidates may be asked to provide proof of their professional training, as well as their achievements, and must be available for interviews.

**The application deadline is (\_20/12/ 2024), at 17:00 CET.**

For any information, please contact: **info@bmf.al**