



Job Title	Office & Visitor Services Manager
Location	Pleasant Prairie, WI
Supervised by	Executive Director
Last Revised	July 2026
Classification	Full-Time

If you love purpose-driven work full of community and collaboration, variety in your day, and a team that knows how to have fun while getting things done, we'd love to hear from you—explore the full job description below.

Submit your cover letter and resume to Sarah Howard at Sarah@VisitPleasantPrairie.com, with the job title in the subject line. Thank you in advance!

Company Overview:

Since launching in 2018, Visit Pleasant Prairie has evolved into a dynamic presence in the tourism industry, a 501(c)(6) nonprofit dedicated to destination development and strategic marketing. Funded by hotel and short-term lodging tax and fueled by big ideas (and coffee!), we're all about driving the growth of our region's hospitality industry in an authentic and sustainable way that is of value to our local community. As an economic catalyst, we continue to bring excitement and energy to everything we do.

Our organization has hit significant milestones within the past few years, including expanding the team, opening our first-ever Welcome Center in May 2024, developing unique cherished community traditions and beloved annual events like the Halloween and Holiday Lights Tour, while also developing new destination venues like the Lake Andrea Beer Garden & Festival Grounds.

From our signature events and local collaborations to our memorable digital and print promotions, our team is dedicated to making Pleasant Prairie a truly special place to live and visit. After all: *It's Always Pleasant in the Prairie!*

Position Overview:

The Office & Visitor Services Manager plays a key role in creating a welcoming, organized, and visitor-ready environment at Visit Pleasant Prairie. This position oversees the day-to-day operations of the Welcome Center & Gift Shop while supporting the organization's administrative and operational needs. As one of the first points of contact for visitors, this role helps ensure every visitor has a positive experience while keeping the office running smoothly.

The ideal candidate is organized, proactive, detail-oriented, and enjoys balancing hospitality with operations. They take pride in creating inviting spaces, supporting the needs of the team, and finding solutions that keep our operational goals moving forward. This person should have experience succeeding in an administrative role.

This is a great opportunity to become part of a thriving organization, contributing to a focused, mission-driven team. Together, we'll be driving meaningful community impact and elevating Pleasant Prairie's standing as a premier destination.

Primary Responsibilities:

Office & Asset Management

- Oversee and achieve organizational goals of operational efficiency and optimization while maintaining a productive and positive office culture and visitor experience
- Manage company assets, including reoccurring inspection, maintenance, paperwork, and vendor relations for: office space/equipment, branded-vehicle, satellite information kiosks, and designated promotional sites (ex: large Adirondack chair)
- Manage purchasing, sales, and overall inventory of retail merchandise, office supplies, hospitality items, promotional materials, and its storage
- Manage the Welcome Center's online presence (e.g., Google Business Profile by updating holiday hours)
- Ensure the experience approaching and entering the Welcome Center is welcoming, tidy, and visitor-ready always

Visitor Experience

- Provide excellent customer service, offering visitors relevant and current information about area attractions, services, and activities to enhance their experience
- Manage incoming inquiries from in-person, phone, mail, and online contacts (including Contact Us submissions, Request for Proposal (RFP) inquiries, and Visitor Guide requests) and provide welcoming, timely, informational responses
- Maintain inquiry and feedback documentation, providing monthly reports on trends, FAQs, suggestions, etc.

Administrative Support

- Manage organized physical and digital filing systems, ensuring data confidentiality and integrity
- Support bookkeeping processes with our CPA firm
- Coordinate employee and contractor onboarding, including preparing materials and ensuring a welcoming and thorough onboarding experience
- Assist with maintaining and updating the Employee Handbook and manage policy enforcement, ensuring the workplace complies with labor, safety, and operational standards
- Utilize project management tools (e.g., Monday.com) to organize and track progress on initiatives from start to finish
- Support VPP events, partner activations, and other organizational priorities as assigned

Support Staff Management

- Create and manage staff schedules to ensure appropriate coverage for the Welcome Center & Gift Shop, in addition to off-site VPP events and experiences
 - Collaborate with the Events & Experiences team to understand staffing needs and operational priorities
- Manage the training and performance of support staff to ensure a welcoming and professional experience for all

Qualifications:

- Bachelor's or associate's degree preferred
- Experience in management/office administration, preferably in business, marketing, and hospitality-related industries
- Successful management of budgets and expenses
- Proficiency in the daily use of Microsoft 365, project management platforms, digital documentation and filing systems
- Aptitude for learning new software and systems
- Strong project management, organizational, and problem-solving skills
- Excellent communication and interpersonal skills
- Detail-oriented, resourceful and proactive, with solid research skills
- Ability to work independently, manage multiple tasks and priorities while meeting deadlines
- Hospitality-focused mindset with a genuine passion for community engagement
- Maintain a flexible, can-do attitude with a willingness to step in wherever needed to keep momentum and deliver results
- Must be comfortable and willing to work indoors and outdoors, in all seasons
 - Everyone at Visit Pleasant Prairie helps with our events and experiences, in varying capacities
- This role requires physical tasks like lifting, pushing, or pulling up to 50 pounds
- Successful candidates will also participate in a pre-employment physical examination
- Must be comfortable driving the company vehicle for business-related errands, events, or deliveries

- Must be willing to undergo a background check and motor vehicle records (MVR) check as a condition of employment
- Familiarity with Pleasant Prairie, Wisconsin, and the Kenosha County area
- Ability to sit at a desk for prolonged periods
- Ability to operate a provided MacBook or iMac

Typical Schedule:

- Monday-Friday, 8:30 AM – 4:30 PM
- Average of 45 hours/week

Pay Range:

- \$50,000-\$60,000

Benefits:

- ICHRA Healthcare Reimbursement
- Dental & Vision Plan
- Disability Insurance (Short & Long-Term)
- Life Insurance
- Retirement Savings Plan with Company Match
- Paid Time Off and Holidays
- Provided Cell Phone or Phone Stipend
- Bonus Potential
- Professional Development
- Staff Outings
- Pleasant Prairie RecPlex individual membership (approx. value of \$818/yr)

Welcome Center & Offices:

4721 75th Street, Pleasant Prairie, Wisconsin

Visit Pleasant Prairie is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.