



## Office and Operations Manager Visit Stockton

### REPORTS TO: CEO

### POSITION OVERVIEW

Visit Stockton is seeking an organized, resourceful, and community-minded professional to serve as our Office and Operations Manager. This position ensures organizational efficiency, supports executive and departmental operations, and manages the systems that keep the Visit Stockton team running smoothly. The ideal candidate thrives in a dynamic environment, communicates with clarity and warmth, and takes pride in maintaining high standards of service and accountability.

The Office and Operations Manager oversees day-to-day administrative and operational functions, provides direct support to the CEO, manages vendor relationships, assists with financial processes, tracks cross-departmental projects, and represents Visit Stockton at select community events. This position plays a key role in supporting both internal operations and outward-facing hospitality, ensuring that our team functions effectively while reflecting Visit Stockton's brand and mission.

All Visit Stockton team members, regardless of role, share responsibility for promoting tourism's value in our community. Every position contributes to lead generation and supports the sales and marketing efforts that drive visitation and economic impact for Stockton.

### ESSENTIAL FUNCTIONS & KEY RESPONSIBILITIES

#### Project Management & Executive Support

- Provide direct administrative support to the CEO, including scheduling, meeting preparation, and board-related deliverables (agenda materials, meeting setup, attendance, and minutes).
- Track and manage organizational and cross-departmental projects by maintaining timelines, following up on action items, and ensuring deliverables move forward.
- Collaborate with department leads to identify bottlenecks, provide status updates to the CEO
- Support CEO-led initiatives, presentations, and communications.
- Assist with hiring logistics and onboarding support for new employees.
- Maintain electronic filing systems for organizational shared repositories (DropBox, etc.)

#### Financial Administration

- Manage invoice intake, coding, and processing using Bill.com and QuickBooks, in coordination with the external bookkeeper.
- Oversee credit card reconciliation, petty cash, and cash box tracking.
- Support accounts payable, receivable, and financial documentation (including Divvy oversight and "wet check" preparation when necessary).
- Maintain filing systems for contracts, invoices, and compliance materials.

### **Visitor Center, Front Desk & Office Operations**

- Serve as the first point of contact for visitors who reach out in-person, online, or via telephone, ensuring a friendly and professional brand experience.
- Oversee the visitor center environment, including inventory management for brochures, branded merchandise, and giveaway items.
- Manage in-person and online merchandise sales (Square), including stock levels and fulfillment.
- Coordinate raffle baskets and documentation for community events and outreach.
- Maintain the foyer, kitchen, and shared areas to ensure a welcoming and professional appearance.
- Oversee office supplies and equipment procurement (Amazon, Staples, etc.) and manage vendor accounts for water, snacks, and other office consumables.
- Perform general clerical activities including postage, shipping, and processing bulk mailings.
- Maintain a well-informed working knowledge of local attractions, events, and services to assist visitors.

### **Vendor, Contractor & Facility Oversight**

- Serve as the primary liaison with building management and external vendors for janitorial, landscaping, HVAC, and facility repair needs.
- Research, vet, and coordinate contractors for maintenance, operational projects, or special initiatives.
- Maintain up-to-date contact information for all vendors and service providers.
- Oversee company vehicle use and maintenance scheduling.

### **Destination Information and Marketing Coordination**

- Assist with content editing and distribution for newsletters, blogs, and digital communications.
- Help track and update community calendars and listings on VisitStockton.org and partner platforms.
- Collaborate with departments to ensure consistent, brand-aligned public communications and visitor information accuracy.
- Maintain a strong working knowledge of Stockton's attractions, events, and visitor experiences to effectively support programs and represent the destination.

### **ORGANIZATION-WIDE RESPONSIBILITIES**

All Visit Stockton team members contribute to the overall success of the organization and may assist with organization-wide initiatives and activities as needed. These may include, but are not limited to:

- Assisting visitors in person, by phone, or at community events.
- Supporting Visit Stockton events, trade shows, and community outreach efforts.
- Assisting with event setup, booth staffing, and promotional activities.
- Supporting visitor guide distribution and promotional material fulfillment.
- Supporting team projects and organizational initiatives as needed.

***NOTE:*** This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

## **KNOWLEDGE, SKILLS, & ABILITIES**

- Exceptional organizational and time management skills with strong attention to detail.
- Friendly, professional, and community-minded customer service demeanor.
- Strong written and verbal communication skills; editing or content coordination experience preferred.
- Proficiency with Microsoft Office, Google Workspace, QuickBooks, Bill.com, and CRM systems.
- Familiarity with Square, Divvy, and IDSS platforms preferred.
- 3+ years of experience in office management, administration, or project coordination.
- Experience in a nonprofit or destination marketing organization is a plus.
- Strong knowledge of Stockton's attractions and local tourism assets is preferred.

## **PHYSICAL REQUIREMENTS**

- Ability to sit for extended periods and operate computer equipment.
- Ability to lift up to 45 pounds and assist with event or booth setup and tear down.
- Ability to bend, reach, and manage filing or storage needs.
- Must be able to communicate clearly in person, by phone, and in writing.

## **COMPENSATION & BENEFITS**

This is a full-time, non-exempt position based in Stockton, California. Pay range is commensurate with experience.

- Hourly pay range: \$26 - \$29 per hour
- Full medical, dental, and vision insurance for the employee.
- Retirement plan with company match.
- Paid vacation, sick, and holiday time off.
- Professional development opportunities.

## **ABOUT VISIT STOCKTON**

Visit Stockton is charged with the promotion and marketing of the city of Stockton as a meetings, events, and travel destination. Our promotional efforts are focused on driving additional tax revenue to our community to directly benefit our residents' quality of life. Visit Stockton believes its residents come first, and we continually strive to grow resident pride and enhance the image of our city. We believe that a city that residents believe in, will be a city that will drive future business investment and convert visitors into future residents to further grow a diverse and talented workforce. Visit Stockton is a 501(c)(6) non-profit trade organization funded by the collection of an assessment paid by guests to Stockton lodging establishments (Stockton Tourism Business Improvement District).

*This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. Duties and responsibilities may be added, deleted, or changed at any time at the direction of leadership, formally or informally, either verbally or in writing.*

## **EQUAL OPPORTUNITY & ACCESSIBILITY**

Visit Stockton will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act. If reasonable accommodation is needed to participate in the job application or interview process, or to perform essential job functions, please contact CEO.

*We are an equal opportunity employer, committed to supporting an inclusive environment. We understand that individual differences enrich our organization, strengthen our services, and help us to attract and retain top talent. All employment actions and decisions are made free from discrimination without regard to any status or characteristic protected by local, state, or federal law, rules, or regulations. We expect all employees and management to support and uphold the principles of equal opportunity and help to prevent workplace discrimination and harassment. Our commitment to diversity is also present in strong workplace policies that support integrity, trust and respect for one another, and prohibit discriminatory practices.*

*Visit Stockton strives to be an inclusive and equitable organization. We are actively seeking a diverse pool of candidates from a variety of abilities, backgrounds, and cultures.*

## **READY TO APPLY?**

If you are organized, community-oriented, and eager to support a mission-driven team, we would love to hear from you.

Submit your resume and cover letter to [jobs@visitstockton.org](mailto:jobs@visitstockton.org).

The anticipated closing date for this role is April 27, 2026