

Pam McGrath

E-Mail: pam@destinationstlouis.com

Experience

Destination St. Louis **St Louis, MO**
Operations & Business Manager **1995-Present**

Active member of the Operations staff responsible for staffing and registration services as well as managing the day to day office protocol and procedures.

- Manage daily running of office including but not limited to staff work coverage, overseeing office procedures and protocol
- Guide and oversee the Operations team with staffing needs
- Hire and recruit new on-site staff members
- Oversee disciplinary actions for on-site staff based on inappropriate on-site behavior
- Prepare Schedule of Service work orders for staff and on-site materials
- Manage the on-site staff pool
- Operate step on-guide and simple transportation contracts
- Supply tour guides with updated information
- Attend Operations meetings to review staffing and upcoming programs

Gateway Arch Riverboat Cruises **St Louis, MO**
Account Executive **1991-1994**

Seven Gables Inn / Daniele Hilton Hotel **Clayton, MO**
Sales Manager **1989-1991**

St. Louis Airport Hilton Hotel **St. Louis, MO**
Accounts Receivable/Credit Manager **1985-1988**

Technical Skills Microsoft Office (Word, Excel, Access, PowerPoint, Publisher)

Education Patricia Stevens College 1985