



**Job Title:** Office Assistant  
**Reports to:** Vice President of Culture & Business Affairs  
**Department:** Executive  
**FLSA Status:** Non-Exempt

**Position Summary:**

This is a newly created role for Explore Asheville Convention & Visitors Bureau (Explore Asheville). The Office Assistant is responsible for planning, coordinating, and administering a variety of support and administrative functions for the Executive Office department including being the front-line ambassador, as well as general administrative support and culture and wellness. Duties include a variety of administrative support tasks and coordinating projects, providing assistance wherever needed to ensure the departmental and organizational goals are achieved.

**Essential Duties & Responsibilities:**

Front-Line Ambassador

- Serve as primary point of contact for all incoming calls to the main phone number and direct to appropriate team member.
- Manage the reception area including welcoming all guests.
- Serve as liaison to the Chamber of Commerce’s visitor information center and team.
- Receive and distribute mail and deliveries.

Administrative Support

- Monitor and maintain office supply levels and place orders as needed.
- Maintain and supply all shared spaces, including meeting rooms, the workroom, and the kitchen/breakroom, to ensure they are kept clean, organized, and well-stocked.
- Maintain copiers, printers, and other equipment by monitoring inventories and ordering supplies as needed, as well as troubleshoot and correct simple malfunctions, calling for repairs when needed.
- Provide support to the Manager, Executive & Strategy in the execution of BCTDA board meetings.
- Provide support to the Culture & Operations Manager in ongoing and ad hoc building maintenance needs, including workspaces as well as common areas.
- Participate in department and all team meetings, planning meetings (i.e., strategic/department/program/work/objectives), and organizational initiatives to support efficiency, effectiveness, and innovation. Elevate/solve issues, support solutions, and support the maintenance of ongoing processes.
- Take workshop notes, execute travel arrangements, and efforts to improve operations and processes; work with VP to track and honor upcoming commitments and responsibilities and support tracking team deadlines.
- Collaborate with department staff to manage an extensive database of contacts, tracking participation in programs and other key performance measures.

### Culture and Wellness

- Operates as an integral member of the Wellness Committee, responsible for implementation of new and exciting wellness opportunities for team members.
- Provides support to the Culture and Operations Manager in the fulfillment of Wellness Committee initiatives.
- Plans and coordinates staff functions, celebrations, and recognitions, including anniversaries, birthdays, and departures, to also include coordination of cards and gifts, as appropriate.

### **Other Responsibilities:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. There may be times where this position is asked to help other team members with their work, completing tasks outside of this description.

### **Qualifications:**

- Bachelor's degree with a minimum of 2 years of experience in administrative support and operations. Preferred degree in Business Administration, Public Administration, Hospitality, Tourism, Communications, or other related field -OR- any combination of education, coursework, and/or technical training necessary to meet position requirements.
- Appreciation for Buncombe County's tourism community.
- Must be able to use sound judgment and discretion.
- Well-organized, self-motivated, and comfortable in a fast-paced environment.
- Proficiency in Microsoft Office Suite.
- High attention to detail.

### **Physical Environment & Working Conditions:**

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work involves working alone on the computer, collaborating as part of a team, or working closely with others by computer or over the phone.
- Most work tasks are performed indoors.
- Must be able to sit or stand at a desk for up to 7.5 hours per day.
- Requires grasping, writing, being mobile, repetitive motions, listening and hearing ability and visual acuity.
- Attendance of outside work functions after hours are required.
- Position is expected to spend time in the community on a regular basis.

### **Travel:**

Some local travel, generally within Buncombe County, is required, but not extensive. Must have a valid driver's license, current automobile insurance and own or have access to an automobile when needed.

**EEO Statement:**

Explore Asheville provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by applicable federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Explore Asheville 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.

**About Explore Asheville:**

The Buncombe County Tourism Development Authority (BCTDA) oversees the work of the Explore Asheville Convention and Visitors Bureau, which develops and carries out advertising, marketing, public relations, and group sales plans to inspire leisure and business travelers to visit Asheville and Buncombe County. In 2021, the BCTDA adopted strategic imperatives that are informing and guiding the direction of Explore Asheville's program of work and community investments going forward. These strategic imperatives include:

- Deliver balanced recovery and sustainable growth
- Encourage safe and responsible travel
- Engage and invite more diverse audiences
- Promote and support Asheville's creative Spirit

In addition, the Explore Asheville staff has adopted and embraced the following core values:

- Innovate & Evolve – We seek out new ideas and are open to change.
- Leadership & Collaboration – We focus on the truly important priorities to make the most positive impact.
- Equity & Empathy – We respect and embrace differences recognizing real progress requires inclusion.

**What we offer:**

Explore Asheville offers a competitive benefits package that includes a Paid Time Off program with 18 days to start, 11 annual paid office holidays, employer-subsidized medical insurance, employer-provided dental, life, STD and LTD insurance, plus 401k with a company match, and employee wellness benefits.