



JOB TITLE: Administrative Assistant

REPORTS TO: Executive Operations Manager

FLSA CLASSIFICATION: Non-exempt

Summary

The Administrative Assistant is responsible for planning, coordinating, and administering a variety of support and administrative functions for the Explore Asheville Convention and Visitors Bureau, which is comprised of the President & CEO, the VP of Administration, the Director of Finance, and the Executive Operations Manager. This position carries out administrative duties such as filing, copying, scanning, making travel arrangements, scheduling, and event planning.

Essential Duties and Responsibilities

- Provides administrative support to the members of the Executive Office team as needed.
- Supports the Executive Operations Manager and CEO in preparing, executing, and documenting various aspects of monthly Buncombe County Tourism Development Authority (BCTDA) meetings.
- Works collaboratively with the Executive Operations Manager to support all staff with IT related requests. Helps to troubleshoot and resolve technology issues before a determination is made to engage our IT partner to provide remote support.
- Compiles and prepares weekly and monthly staff reports for review and distribution and proactively sends due date appointments and reminders as appropriate.
- Supports Executive Office staff by submitting credit card and out-of-pocket expense transactions in Workday, our online financial platform.
- Provides support to the Director of Finance with various tasks related to finance functions, such as processing of bank deposits, taking deposits to bank, preparation of invoice payments and picking up items from Buncombe County Finance.
- Provides support to the VP of Administration with various tasks related to HR functions, such as onboarding new staff, and building-related responsibilities.
- Monitors and maintains office supply levels and places orders as needed.
- Maintains and supplies all shared spaces including four meeting rooms, the workroom, and the kitchen/breakroom, to ensure they are kept clean, organized, and well stocked.
- Maintains copiers, printers, and other equipment by monitoring inventories and ordering needed supplies, troubleshooting, and correcting simple malfunctions, and calling for repairs when needed.
- Schedules and coordinates the use of all meeting space by outside groups, to include providing usage guidelines and discussing/demonstrating technology capabilities with meeting organizers.
- Plans and coordinates staff functions, celebrations, and recognitions, including anniversaries, birthdays, and departures, to also include coordination of gifts, when appropriate.
- Serves as a back-up to front desk personnel to receive guests and visitors to our building, ensuring their needs are met and notifying appropriate staff of their arrival.
- Maintain confidentiality of marketing and sales information, database files, financial statements, Web statistics, and other sensitive data.

Supervisory Responsibilities

None

Other Duties

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 the Administrative Assistant is asked to help other team members with their work, completing tasks outside of this description.

Qualifications

- High school diploma and prior work experience of two or more years in an administrative position which included computer operations; or a degree in hospitality, tourism, business, or communications; or an equivalent combination of education and professional experience in business, hospitality, meeting planning and/or communications.
- Minimum of an Associate's degree from an accredited institution in business, hospitality, tourism, or communications preferred.
- A valid driver's license, current automobile insurance, and access to a vehicle.
- Event planning and/or Human Resources experience is helpful.
- Proficiency with Microsoft Office Suite including Outlook, Word, Excel, and PowerPoint.
- Familiarity with office and AV equipment.
- Tech-savvy and good at troubleshooting simple/general IT issues.
- Experience with or able to learn basics of the WordPress website platform to make simple posts.
- Appreciation for Buncombe County's tourism community.
- Desire to foster a happy, safe, and productive workplace.
- Professional and friendly demeanor with the ability to effectively build and maintain relationships with industry partners, clients, and colleagues.
- A strong desire and capability to support the needs of fellow staff and Explore Asheville's tourism community partners.
- Sees projects and tasks through from start to finish, requesting additional direction when needed, and the ability to follow and provide clear verbal and written instructions.
- Attention to detail, accuracy, and quality assurance a must.
- Excellent interpersonal communication skills coupled with strong writing and proofreading skills
- A positive, can-do attitude, a willingness to support the Explore Asheville team and our tourism partners, and the ability to proactively follow through on assigned tasks and responsibilities.
- Proven commitment to delivering measurable results and achieving established goals.
- Excellent interpersonal, customer service, organization, planning, and problem-solving skills.
- Goal-driven with the ability to effectively manage multiple priorities and adhere to deadlines.
- Must be a strategic thinker, a collaborative team player, and a proven self-starter able to support achievement of organizational goals.

Working conditions

The employee may be required to work both inside and outside an office setting. Most work will be performed during regular office hours. The employee will attend special programs and events, which will involve public appearances and may include evening or weekend work.

Physical requirements

The employee may experience prolonged periods of sitting or standing, speaking, and walking. The employee will routinely be required to stand, walk, push, pull, reach with hands and arms, talk, and hear. The employee should be able to lift up to 50 pounds.

Travel Required

Some local travel, generally within Buncombe County, is required, but not extensive. Therefore, the employee 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 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.

Instructions for Applying

Explore Asheville has contracted with Craft HR Solutions in Asheville to serve as the recruiter for this position.

Submission Requirements:

- Current Resume
- Letter of Interest

Submit your resume and letter of interest to heather@crafthrsolutions.com. Be sure Administrative Assistant is in the subject line.