

**ASHEVILLE AREA
CHAMBER OF COMMERCE**

JOB TITLE: Operations Assistant

REPORTS TO: Executive Operations Manager

DEPARTMENT: Convention & Visitors Bureau

PAY STATUS: Non-exempt

PRIMARY FUNCTION:

Coordinates and administers a variety of support and administrative functions for four sub-departments of the Asheville Convention & Visitors Bureau (CVB), including the Executive Office, Public Affairs, Group Sales & Services, and Marketing & Public Relations. While there may be projects and tasks assigned that are not specifically addressed in this description, the assigned work will be project-based and administrative support in nature.

JOB DESCRIPTION/RESPONSIBILITIES:

- Performs administrative and operational support upon request to include copying, word processing, spreadsheets, PowerPoints, and other duties as assigned. Processes routine clerical tasks independently, disposing of some personally and/or referring others to appropriate personnel.
- Assists in all areas of the CVB's transition to become an independent 501(c)6 nonprofit and relocate to a new office environment as assigned.
- Assists with Buncombe County Tourism Development Authority (BCTDA) meeting logistics, set-up, and other duties as assigned. In the absence of the Executive Operations Manager, records and edits minutes for distribution.
- Processes accounts payable invoices through the Buncombe County Finance Department. Receives and distributes checks to vendors on a timely basis. Helps to maintain accurate accounts payable records, including an Excel-based cashflow worksheet, within the framework of the existing accounting structure.
- Assists with managing the [Asheville CVB Partner Connect Facebook page](#). Posts items independently and engages with other departmental staff to submit posts highlighting the CVB's program of work and/or items of general interest to industry partners.
- Works in cooperation with the Director of Public Affairs to plan and execute the CVB's industry and community engagement events, including but not limited to: monthly partner forums, annual meetings, Investor/Hospitality Outlook forums, and others as scheduled. Creates registration pages on EventBrite, participates in site visits when appropriate, coordinates presentations and AV needs, and ensures needed supplies are ordered and/or purchased in advance of event. Prints registration lists and creates name tags. May schedule CVB staff for event-related duties and communicate specifics as appropriate.
- Processes and compiles statistical information for monthly and annual reports and special projects.
- In cooperation with the Data Specialist, provides research assistance for specific projects to help staff make strategic decisions.
- Assists with entering and maintaining records in the customer relationship management database (CRM), including account and partner updates and contacts received by CVB staff from media tours, sales missions, trade shows and other activities.
- Coordinates logistics and offers clerical support for sales managers for trade shows, sales trips and client presentations, including ordering, preparing, and shipping materials in advance.

- Prepares convention service materials for pickup in the Visitor Center as well as set-up and tear-down of hospitality tables as needed (may include weekends on occasion). Provides convention service assistance to Visitor Center walk-ins when the Convention Services Manager is unavailable. Delivers conference materials to area hotels as needed.
- Assists with securing, assembling and processing mailings, gift bags, service packets, and other items directed at key media and group sales and service clients (including delivery when required). Assists sales and services coordinators with executing the 48-Hour Meeting Planner Experiences, familiarization tours, inbound site visits, AAA webinars and client events for the department.
- Monitors office supply levels and places orders when appropriate, charging departments using applicable account codes. Ensures office equipment (laptops, copier, printers, fax machine, etc.) is stocked and functioning properly and troubleshoots malfunctions.
- Supports Director of Public Affairs in Tourism Product Development Fund (TPDF) Committee communications, logistics, and preparation of materials for meetings and presentations related to funding cycles. Records, edits and distributes minutes of meetings.
- Drives own transportation to complete the functions of this position as needed.
- Performs other duties as assigned by staff.
- Is able to prioritize projects and requests based on need, urgency and timing demands and be able to clearly communicate availability and time constraints to staff.

JOB KNOWLEDGE / SKILLS / ABILITIES:

- Collaborative team player and self-starter
- Organized and has a demonstrated record of managing multiple tasks, projects and deadlines
- Excellent communicator with strong writing ability and proofreading skills
- Proficient with databases and able to create and interpret reports
- Proficient with the Microsoft Office programs of Outlook, PowerPoint, Excel, Word, and other related software
- Able to effectively build relationships with industry partners, clients and colleagues
- Able to clearly follow oral and written instructions
- Event planning experience preferred
- Professional and friendly demeanor
- Is a safe driver
- Is well-versed in the use of audio-visual equipment and able to set-up laptops for staff and/or partner presentations. This includes troubleshooting and resolving issues when necessary.
- Sees projects and tasks through from start to finish, requesting additional direction when needed.

EXPERIENCE AND TRAINING:

Prior work experience of at least one year in an administrative position which included keyboard and computer operations would be preferred for this position. Previous event planning experience is preferred. This position requires proficiency with Microsoft Office applications, specifically Excel, Word, Outlook and PowerPoint. Six months would be necessary to become proficient in most phases of the position.

EDUCATION OR EQUIVALENT:

Degree in business, human resources, hospitality, tourism, or communications that includes computer operations courses preferred, or equivalent combination of education and related experience or training would be necessary to prepare for this position.

CONTACT WITH OTHERS:

Internal contacts include the Buncombe County Tourism Development Authority board, the Tourism Product Development Fund committee, the Buncombe County Finance Department, CVB staff, and other Chamber departmental personnel. External contacts include public officials, local businesses, tourism industry partners, members of the Chamber, and the public at large. All contacts are for the purpose of sales and promotion and require tact, courtesy and professional decorum.

CONFIDENTIAL DATA:

Has access to management discussions, inter-departmental memos, database files, and partner/member information and business inquiries, which are considered confidential.

RESPONSIBILITY FOR ACCURACY:

Computer entries and correspondence must be accurate and well-maintained. Attention to detail is imperative.

MENTAL/PHYSICAL/VISUAL EFFORT:

The degree of concentration varies from slight to intense based on the work being performed. Position is subject to frequent interruptions that require varied responses. While performing duties of this job, the incumbent is routinely required to stand, walk, sit, reach with hands and arms, talk and hear. Subject to frequent lifting and carrying of supplies weighing up to forty pounds. This position requires visual acuity, manual dexterity and good eye/hand/foot coordination.

SCOPE OF SUPERVISION:

None.

TRAVEL:

Some travel is required, but mostly local and not extensive. Must have a valid driver's license and own or have access to an automobile at all times.

ENVIRONMENT:

Works in a normal office environment with business travel and exposure to traffic. A background check and drug testing is required as a condition of employment.