J O B  P O S T I N G

Position Title: Administrative Coordinator
Division: Finance & Operations
Hours/FLSA Status: Full Time Non-exempt position with benefits
Salary/Benefits: Salary - DOE. Excellent benefits package including paid downtown parking and 401k program with match.

Position Description:
Visit Albuquerque, a premier destination marketing organization in the Southwest, seeks a motivated and experienced Administrative Coordinator to provide telephone customer service and administrative support to ensure the efficient functioning of tourism information and communication, and assists with divisional administrative duties within the Sales, Services & Sports and Marketing, Communications & Partnership divisions. Answers all incoming calls, responding to all destination and tourism information and request calls, and directing office information calls.

Administrative Functions:
>Answers multi-line phone system, forwarding all office information calls and responding to all tourism information calls.
>Handles guests’ inquiries on web chat system in a timely manner, forwarding any sales, services, marketing, partnership inquiries to the correct division.
>Assists with office mailings including sorting and delivery of incoming mail as well as the preparation and sending of outgoing mail.
>Coordinates supply orders for office common areas, supplies, and company orders as needed.
>Fulfills all tourism requests such as Visitor Guide and brochure requests.
>Greets and assists in-person guests and visitors.
>Maintains office Visitor Guide and brochure inventories and reports in collaboration with Visitor Services Manager.
>Provides project, administrative, and clerical support to the Finance & Operations Division. Sales, Services & Sports Division, Marketing & Communications Division, Destination Development Division and the Executive team under the direction of the division heads, anticipating clerical and administrative needs of the organization.
>Works with division heads to complete and route purchase orders for payment of goods and services.
>Prepares in-kind request forms for services and maintains donations provided by partners.
>Researches and compiles events for inclusion in Visit Albuquerque’s Calendar of Events.
>Prepares in-kind request forms for services and maintains donations provided by partners.
>Maintains a professional appearance at all times keeping within industry standards.
> Demonstrates professional and ethical conduct at all times in accordance with Company policy.
>Contributes to a positive workplace environment by demonstrating superior customer service skills in dealing with internal and external customers, speaking positively when referring to Visit Albuquerque, and acting and speaking in a courteous and professional manner at all times.
QUALIFICATIONS

Education/Experience
High school diploma or general education degree (GED) and at least one year of related experience and/or training.

Required/Acquired Skills, Knowledge and Competencies
Knowledge and appreciation of Albuquerque.
Intermediate knowledge of MS Office software incl. Word, Excel, PowerPoint and general office skills
Demonstrated ability to organize, to prioritize and to handle multiple tasks simultaneously.
Demonstrated strong written and verbal communication skills.
Knowledge of Hospitality Industry, Convention or Tourism business a plus.
Because of the high visibility of this position, the candidate must exhibit a strong customer service orientation and professional appearance.
Bilingual ability a plus.

Date Posted: June, 2023

To apply for this position, e-mail, fax or mail resume & cover letter including salary history to:

Human Resources – AC
Visit Albuquerque
PO Box 26866
Albuquerque, NM 87125-6866
Fax: 505-247-9101
e-mail: jobs@visitabq.org
www.visitalbuquerque.org

No phone calls please

Visit Albuquerque is an equal opportunity employer. Applicants will be considered without regard to race, creed, color, gender, age, national origin, disability, veteran status, sexual orientation, gender identity, or any other status protected under local, state or federal law.