

For consideration, please submit a resume and cover letter including salary expectations to: [HR@annarbor.org](mailto:HR@annarbor.org).



Position: Office Manager - Ann Arbor Location  
Reports To: VP, Finance & Administration  
Status: Salaried/exempt

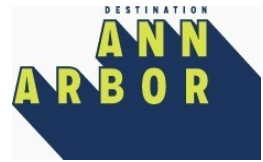
**Job Summary:** Handles a wide variety of administrative duties essential for the efficient functioning of the office, including front desk-receptionist, visitor assistance and incoming telephone calls. Responsible for internal materials and supplies, and assists with arrangements for CVB services, meetings and events. Duties include but are not limited to:

### **Visitor Service & Reception Duties**

- **Manage reception area office coverage:** Ensure that proper office coverage is maintained during normal business hours of Monday-Friday, 8: 30 a.m. to 5:00 p.m.
- **Answering phones and reception:** Answering inquires, greeting visitors, having specific knowledge of events and attractions in the area, having knowledge of the streets in Washtenaw County, maintaining lobby brochures, correctly qualifying phone calls. Customer service and a desire to work with the public are vital components to this position.
- **Processing visitor information requests:** Taking requests, entering data in Bureau software, working with the CVB services department and distribution agency to ensure timely mailings. Assist CVB services with distributions as needed.
- **Events:** Maintain annual events calendar for in-house use. Stay informed about local media to share updates of current events, related business opening/closings, etc. and alert staff as needed. Assist marketing department in updating basic contact information and entering events to the events calendar of the Bureau's website as needed.
- **Availability Charts:** Create and maintain weekly hotel availability charts. Ensure all requests are received during event weeks.

### **Administration Support**

- **Calendar & Meeting Management:** Support CEO calendar management, scheduling meetings, following up on RSVPs, etc.; Set up/take down for onsite meetings and clean up as needed. This may require ordering meals and/or snacks for the meeting. Prepare materials for meetings as requested. As requested, attend board/EC meetings and take minutes; provide drafted minutes to CEO for review. Meeting scheduling for other staff as requested. Manage A2 Board Room scheduling via Outlook calendar.
- **Sales Administrative Support:** Assist EVP, Sales & Marketing with sales staff time off requests through Paychex payroll Time & Attendance system. Keeps EVP informed of any conflicts that may affect the essential responsibilities in the office.
- **Misc. Executive & Organization Support:** Support management team, CVB services, and staff on other projects as needed and requested. Sort and distribute incoming mail; post outgoing mail, including payments/checks. Review incoming invoices with VP, Finance & Admin prior to requesting payments/checks from AP.



### **Facilities/Office Management**

- **Office Equipment:** Assist with maintenance of all office equipment. See that machines are stocked with supplies, call for repairs for office equipment when needed, and troubleshoot problems as needed. Update staff on status of technology issues. Review and recommend contract options for management approval. Act as main contact for office vendors.
- **Supplies and Office Organization:** Order supplies for staff and office as needed. Responsible for keeping shared areas/cabinets/storage in a clean and orderly fashion daily or as needed.
- **IT Administration & Back Up:** Service minor IT needs of the office, including restarting the server, maintaining operation of conference room equipment for meetings. Contact the Bureau's third-party provider when instances arise that cannot be resolved in house. Assist staff with AV equipment and maintenance.
- **Facilities/Parking:** Maintain and manage CVB rental space, signage, storage units and parking, including staff parking permits.
- **Office Areas:** Address building or parking issues that arise and contact appropriate person(s) to respond. Clean kitchen and office areas daily and ensure each area is stocked appropriately. This includes maintaining a daily checklist of office inventory to ensure all items are stocked and supplied timely, trash and recycling are removed.

### **Skills, Experience and Education**

- Reliable and diligent attendance; attention to detail; highly organized with strong time management skills.
- Intuitive, friendly and approachable attitude. Ability to relate to diverse groups and individuals, in person and over the phone.
- Effective and proactive communication skills, verbal and written, with management, staff and external contacts.
- Must be able to handle numerous tasks simultaneously under time constraints.
- Proactive approach to problem-solving; ability to seek opportunities and propose solutions.
- College degree preferred with minimum two years' experience in related field.
- Knowledge of the Washtenaw County area is a must.
- Proficiency in all Microsoft Office Products.

### **Physical and Environmental Requirements**

- Requires physical activity for extended periods of time such as computer work/keyboard typing, telephone use, bending, reaching, twisting, sitting, and standing.
- Requires occasional lifting, pushing and pulling objects over 25 pounds.
- Travel, using personal vehicle: only as may be requested; paid parking near our office and mileage reimbursement for work errands is provided according to Destination Ann Arbor policies for all staff.

Management reserves the right to change or modify job duties and descriptions at any time without notice.

*Destination Ann Arbor provides a dynamic fun work environment, competitive compensation and benefits including health insurance, paid time off, 401(k) savings plan, paid parking and more!*