

# Golden Isles Convention & Visitors Bureau

**Title:** Executive Administrator  
**Department:** Administration  
**Reports to:** CEO  
**Classification:** Full-time or Part-time position, Position in Market/Office  
**Benefits:** Full-time with medical, vision and dental insurance, life insurance, paid vacation and holidays, a generous 401K retirement package

## Key Qualifications:

- 4-year College degree or equivalent experience, required.
- Three years of experience in office administration, business administration, and/or clerical duties, required.
- Proficient with IT including computers, laptops, and cell phones.
- Proficient with the most used business software including Microsoft Word, Excel and Outlook and any other software programs that are essential to the job function.
- Highly-organized professional with advanced office management skills, required.
- High level computer skills required – spreadsheet, word processing, and/ or database management.
- Excellent verbal and written communication skills with accurate grammar usage and spelling abilities.
- Demonstrated attentiveness to detail.
- Analytical ability ranging from simple to moderately complex.
- Excellent internal and external customer service skills related to interaction with customers, co-workers, vendors, visitors, and others.
- Demonstrated skills in correspondence preparation and accuracy, required.

**Job Summary:** The Executive Administrator performs a variety of administrative and executive assistant functions, supporting the CEO and Director of Operations. This team member is responsible for performing office assistance, administrative report preparation and processing, data entry, drafting communication documents, scheduling meetings, conducting research, and other support functions. The Executive Administrator coordinates administration duties that support the CEO, the team, and the Company, including organizing, filing, copying, e-mailing, and preparing correspondence, reports, and presentations. He/She assists in creating an atmosphere within the office that is visitor-centered and team-focused.

## Essential Duties & Responsibilities:

### 1. Office Administration/Assistance

- Ensures routine business office procedures are performed as specified by industry standards and educates staff and management regarding procedures.
- Supports the CEO and Director of Operations, and others as requested by performing executive administrative duties.
- Performs administrative tasks – creates and organizes reports, presentations, and company documents.
- Acts as a liaison with human resources for staff recruitment functions. Schedules and coordinates interviews for faculty and staff.
- Coordinate new hire orientation and on-site training in collaboration with Training Operations, the individual(s)' supervisors/managers, and the IT Department.
- Act as a primary liaison to IT, ensuring onsite and offsite staff are provisioned according to requirements for the role.
- Manages the schedule and calendar for events and meetings for the CEO and the company.
- Anticipates travel needs and coordinates travel arrangements in a timely and cost-effective manner.
- Maintains office operations when CEO is out of the office or out of town to ensure key tasks and follow-up items are not overlooked.
- Assist in gathering, verifying, and inputting all statistical data into the system for productivity reporting.
- Assist in the restructure of reports, filing and operational analysis.
- Assist Sales in the maintenance of Sales Contracts, including tracking expiration dates.

*The Golden Isles Convention & Visitor's Bureau (GICVB) is an Equal Employment Opportunity organization and does not discriminate based on race, color, national origin, gender, disability or age in its programs and activities. This document does not constitute an employment agreement, and the employee recognizes Georgia is an employment-at-will state.*

## 2. Communication

- Responsible for high level, professional verbal and written communications with Local and State Governments officials, Investors, business partners and staff members.
- Reviews the external and internal mail and e-mail, including coordinating outgoing mail and receiving, sorting, processing, and distributing incoming mail and e-mail.
- Capacity to think independently and exercise sound judgment.
- Concisely communicate and relate to all levels of the organization, customers, and outside agencies.
- Ensures that items of an urgent nature are responded to or referred to the appropriate individual.
- Takes minutes at designated meetings and prepares in final format (e.g. All Staff, Leadership, Board).

## 3. Recordkeeping

- Coordinates and maintains Company records.
- Performs data entry or report preparation functions, as assigned.
- Receives invoices from vendors, banks, and other agencies or individuals.
- Updates office directories and other contact information, as changes occur.
- Maintains confidential records regarding property information, company information, and other planning and business development items.

## 4. Vendor Coordination

- Coordinates communication and service with various vendors, as assigned. Responds to related questions and issues.
- Oversees the bulk mail permit and inhouse Pitney Bowes postage machine.
- Maintains contact information for vendors.

## 5. Information Technology

- Highly experienced in current office technologies (Windows, Word, Excel, Outlook, Power Point, etc.) and ensures current knowledge of systems is maintained.
- Creates and maintains various databases based on operational and administrative needs.
- Troubleshoots computer technology and/or other equipment, as needed.
- Maintains internal inventory of IT equipment and works with Director of Operations and IT vendor.

### Other:

- Performs other duties as requested or needed.
- **Confidential Information-** This position has access to confidential information that may include financial, personnel, clients, contracts, passwords, codes, etc. Employees are expected to comply with CVB policies, and all legal requirements related to confidential information.
- A valid driver's license is required.

### Abilities

- Ability to perform basic PC trouble-shooting.
- Ability to work independently with minimal supervision.
- Ability to multi-task fluidly; i.e. pick-up where left off when interrupted.
- Willingness and ability to remain flexible as the demands of the job and business change.

### Physical Requirements:

- Ability to safely lift and carry up to 30 lbs. for a short distance.
- Ability to stand, sit and visually concentrate for extended periods of time.

**NOTE:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this position. These statements are not intended to be construed as a complete list of all responsibilities, duties and skills required. The employee must be flexible regarding changing policies and procedures as well as varying deadlines.