

Golden Isles Convention & Visitors Bureau

Job Title: Executive Administrator

Department: Administration

Reports to: CEO, CFO

Classification: Full-time, Salaried, Exempt, In Market/Office

Benefits: Medical, vision and dental insurance, life insurance, paid vacation and holidays, and matching 401K retirement package

Key Qualifications:

- Four-year college degree required or equivalent experience.
- Minimum of three years' experience in business administration.
- Proficient with IT equipment, including computers, laptops, and cell phones.
- Proficient with business software including Microsoft Word, Excel, Power Point, Outlook, and other software programs that are essential to the job function.
- Excellent verbal and written communication skills. Demonstrated skills in correspondence preparation with accuracy.
- Demonstrated attentiveness to details; 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.
- Ability to multitask in a demanding environment with little or no distractions.
- Ability to work independently with minimal supervision.
- Capacity to think independently and exercise sound judgment.
- Ability to concisely communicate and relate to all levels of the organization, customers, and outside agencies.

Job Summary: The Golden Isles Convention and Visitors Bureau is a nationally recognized destination marketing organization dedicated to promoting tourism in Glynn County, Georgia. The Executive Administrator is a dynamic member of the CVB team and actively participates in achieving the goals of the CVB. Responsible for the administrative and executive assistant functions of the company, this role supports the CEO and the company in general. This position develops and maintains a strong working knowledge and a positive relationship with staff across departments, aware of the goals and priorities of the company.

The Executive Administrator ensures the CVB offices run effectively and efficiently as the company completes the goals set forth.

Essential Duties & Responsibilities:

Administration

- Ensures routine business office and department procedures are performed as specified by industry standards and educates staff and management regarding these procedures.
- Ensures all deadlines for company goals and projects are met.
- Performs administrative tasks – creates and organizes reports, presentations, and company documents.
- Ensures all departments are filing correct and accurate reports in an orderly and timely fashion.
- Drives the reorganization of digital and paper file standards to improve overall functionality and access.
- Sets up a hierarchy of file access for each department to ensure confidentiality and functionality.
- Manages the schedule and calendar for events and meetings for the CEO and the company.
- Manages the travel arrangements in a timely and cost-effective manner for the company.
- Maintains normal office operations when CEO is out of the office ensuring key tasks and follow-up items are completed.
- Assists in growing and improving company departments by offering leadership, organization, direction, and assistance as directed by the CEO.
- Performs onboarding functions for new staff to include technology onboarding as well as building access, office equipment and supplies access, alarm access, etc. Performs the same functions for offboarding exiting employees as well.
- Maintains accurate company records, manages the company database and crm.
- Schedules company meetings, community outreach, social functions, and team-building activities.
- Manages high-level projects and ensures that standard operating procedures are being met in all departments.

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 for the CEO.
- Receives mail and packages and distributes to the appropriate staff.
- Ensures that items of an urgent nature are responded to or sent to the appropriate staff member in a timely manner.
- Records the minutes at designated meetings and prepares the last version for the company (e.g., All Staff, Leadership, Board).
- Manages the Pitney Bowes postage machine.

Recordkeeping

- Coordinates and maintains Company records.
- Maintains office directories for staff, board members and contract employees.

Information Technology

- Function as the primary liaison with the external IT services provider.
- Maintains all records related to IT, including passwords, assets, equipment, etc.
- Maintains various databases based on operational and administrative needs.
- Troubleshoots computer technology and/or other equipment, as needed.
- Maintains telephone system and records for the company ensuring all phones are in good working order and all outgoing messages are correct.
- Maintains the various internal and external cameras operated by the CVB for security purposes.

Other:

- Performs other duties as requested.
- **Confidential Information-** This position has access to confidential information that may include financial, personnel related, 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.

Physical Requirements:

- Ability to safely lift and carry up to 50 lbs. for a short distance.
- Ability to stand, sit and visually concentrate for extended periods of time.

NOTE: Reasonable accommodation 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.

Last Revised: January 2026