



Job Title: Coordinator, Operations & Administrative Services

Work Location: Island of Hawai'i Visitors Bureau

Waimea, Hawaii

Position Type: Full-time; Non-Exempt (On-Site)

Reports To: Island Director

SUMMARY

The Coordinator, Operations & Administrative Services is the island-based operational support role responsible for ensuring the smooth day-to-day functioning of island bureau operations. This position provides administrative, logistical, and coordination support that enables island teams to execute programs, content delivery, and partner engagement efficiently and professionally.

The role operates within HVCB's Operations & Network mechanism and serves as the backbone for scheduling, documentation, financial coordination, and operational readiness at the island level.

ESSENTIAL DUTIES AND RESPONSIBILITIES Perform other related duties as assigned or deemed necessary.

ROLE SCOPE

Provide reliable operational and administrative coordination that supports island execution, maintains organizational discipline, and ensures island operations align with enterprise systems, policies, and timelines.

The Coordinator exercises sound judgment in prioritizing administrative tasks, managing logistics, and resolving routine operational issues within established procedures and guidance.

PRIMARY AREAS OF RESPONSIBILITY

Administrative & Office Operations

- Coordinate day-to-day administrative functions for the island bureau.
- Manage calendars, scheduling, meeting logistics, and room coordination.
- Prepare agendas, take meeting notes, and distribute follow-up materials.
- Maintain organized electronic and physical files in alignment with enterprise systems.
- Serve as a point of contact for general administrative inquiries.

Program & Execution Support

- Provide logistical and administrative support for island programs, activations, education delivery, and media activity.
- Coordinate travel arrangements, meeting logistics, vendor coordination, and on-site support as needed.
- Assist with preparation of run-of-show documents, checklists, and execution materials.
- Support post-program documentation and basic reporting.

Financial & Procurement Coordination

- Support invoice processing, expense tracking, and documentation in coordination with enterprise Finance & Administration.
- Assist with purchase orders, contracts, and vendor paperwork as directed.
- Track basic budget expenditures and maintain records for reconciliation.
- Ensure compliance with organizational policies and procedures.

Systems, Records & Compliance

- Maintain orderly records related to contracts, invoices, agreements, and correspondence.
- Support compliance with enterprise policies, travel guidelines, and documentation requirements.
- Assist with onboarding logistics for new staff, contractors, or partners.
- Support audits, reviews, and information requests as needed.

Cross-Functional Coordination

- Coordinate closely with the Director, Market Activation & Program Delivery and Manager, Communications & Content Delivery to support execution needs.
- Communicate operational timelines, deadlines, and requirements to relevant stakeholders.
- Provide regular updates to the Island Director regarding administrative status, risks, and support needs.

Professional Standards & Office Culture

- Uphold professional standards in all administrative and partner-facing interactions.
- Maintain confidentiality and discretion in handling sensitive information.
- Contribute to a well-functioning, respectful, and organized office environment.

SUCCESS IN THIS ROLE LOOKS LIKE

- Island operations run smoothly and efficiently.
- Administrative processes are timely, accurate, and well-documented.
- Program and content execution teams are well supported.
- Financial and compliance requirements are met consistently.
- The island office functions as a dependable node within the enterprise system.

To perform this role successfully, an individual must be able to perform the essential duties described above. The qualification listed are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

MINIMUM QUALIFICATIONS

Skills and Knowledge

- Strong organizational and administrative skills.
- Attention to detail.
- Clear written and verbal communication skills.
- Ability to work collaboratively across teams.
- Sound judgment and problem-solving skills
- Proficiency with Microsoft Office 365 and standard office systems.
- Ability to manage multiple tasks and priorities in a deadline-driven environment.

Education

- Associate's degree or equivalent professional experience.

Experience

- 2-4 years of experience in administrative coordination, operations support, or office management.

DESIRED QUALIFICATIONS

- Experience supporting operations within a nonprofit association, or public-sector organization.
- Familiarity with basic financial processes such as invoicing and expense tracking.
- Working familiarity with Hawai'i's visitor industry or island-based organizations.

WORKING CONDITIONS

Work Environment

- Professional office environment.
- Regular attendance in the island office and at on-island meetings.

Work Hours

- Full-time; non-exempt position. Regular and predictable attendance is an essential requirement of this role.
- Work hours may occasionally extend beyond standard business hours, including evenings or weekends, based on events, meetings or operational needs.
- Inter-island travel may be required on a limited basis.

Physical Demands

- Ability to sit, stand, and walk for extended periods.
- Ability to attend events and meetings that may require prolonged standing or movement.
- Ability to lift and carry materials to approximately 25 pounds on an occasional basis.

Physical Requirements

- Ability to perform the physical demands outlined above with or without reasonable accommodation.

Hourly Range: \$20.00 - \$30.00

Comprehensive Benefits Package Includes:

- Medical, Dental, and Vision Insurance.
- Paid Vacation & Sick Leave
- Employer-Paid Life Insurance
- Company-Contributed Long-Term Care Coverage
- Long-Term Disability Coverage
- 401 (k) Retirement Plan with Company Match and Safe Harbor Contribution

Equal Employment Opportunity

Hawai'i Visitors & Convention Bureau is an Equal Opportunity Employer. We are committed to creating a diverse, inclusive, and respectful workplace and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, disability, genetic information, marital status, veteran status, or any other status protected by applicable federal, state, or local law.

Reasonable Accommodation (ADA)

Hawai'i Visitors & Convention Bureau is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act and applicable state law. Applicants who require a reasonable accommodation to participate in the application or interview process may contact Human Resources for assistance.

Job Description Disclaimer / Management Rights

This job description is intended to describe the general nature and level of work performed by individuals assigned to this position. It is not intended to be an exhaustive list of all the duties, responsibilities, or qualifications.

Hawai'i Visitors & Convention Bureau reserves the right to modify, revise, or eliminate duties, responsibilities, qualifications, and working conditions of this position at any time, in accordance with business needs and applicable law.