



**Job Title:** Senior Administrative Coordinator  
**Department:** O'ahu Visitors Bureau  
2270 Kalākaua Avenue, Suite 801  
Honolulu, Hawai'i 96815  
**Reports To:** Marketing Director

## **SUMMARY**

This position is responsible for handling of all OVB administrative duties including but not limited to corporate compliance, report development, contract management and tracking, bookkeeping and general office duties. The position is also responsible for working with and assisting the Director of Marketing to help coordinate and support the overall marketing functions at the O'ahu Visitors Bureau (OVB).

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

### **Corporate Compliance and Reporting Responsibilities**

Ensure office compliance of all corporate policies, procedures, and reporting and work with the OVB team on the timely submission of all marketing and financial reports.

- Collect and generate data; write and ensure timely submission of required reports and presentations.
- Oversee and coordinate the processing and record keeping of all contracts and agreements as needed.
- Process travel forms in a timely manner
- Compile staff and subcontractor submissions
- Assist with presentations
- Compile and submit monthly financial and marketing reports as needed in a timely manner.

### **Accounting and Administrative Responsibilities**

Support administration efforts at the OVB and ensure the timely processing of financial matters including, but not limited to, the following:

- Accurate coding of invoices to proper account and program codes.
- Completion and processing of payment vouchers for approval and payment.
- Distribution and deposit of checks / payments.
- Maintain all accounting filing systems.
- Follow up on vendor inquiries and outstanding customer billings.
- Initiate all wire transfers
- Handle all visitor inquiries/requests/complaints by email, telephone, regular mail, and walk-in.
- Assist staff with amenity purchases / shipments.
- Maintain office filing systems.
- Maintain and update OVB contact database
- Manage office operations including scheduling maintenance of all office equipment and purchasing of supplies.
- Manage storage space and inventory of all office items including amenities, office supplies and collateral.
- Coordinate meetings and take minutes/notes

## **Marketing & Public Relations Support**

Work with the Director of Marketing in the development and implementation of OVB's marketing initiatives. These include, but are not limited to coordination of advertising, promotions, digital marketing, and assets management as well as assisting the Director of Marketing alongside OVB's public relations agency on various media-related programs and activities.

- Advertising. Assist with off-line and online advertising solicitation and coordination including partner outreach, copy/content development (i.e., assisting with copy writing and/or visual selection when necessary) and production assistance. Help to gather and review research on media profiles, new technologies and media/advertising related issues.
- Promotions. Assist with coordination of various promotions initiated by the marketing team.
- Communications. Assist with development and coordination for OVB's communications to marketing partners, meeting planners, travel professionals and consumers. This includes assistance with review and development of newsletters, social media, and various digital programs.
- Cooperative Marketing. Working under the direction of the Director of Marketing to coordinate cooperative marketing contracts and programs.
- Help to develop itineraries as well as coordinate and implement Fams and media visits
- Assist with review and creation of copy and content for various releases

### **Other responsibilities:**

- Assistance with Travel Trade, MCI and other OVB programs

### **Minimum Requirements**

- Minimum 1-2 years administrative work experience.
- Bachelor's degree from a 4-year college/university.
- Strong demonstrated customer service skills required. Must have pleasant personality and effective interpersonal skills.
- Able to exercise a high degree of patience, tact, diplomacy, and confidentiality in interacting with a wide variety of personalities under occasional challenging conditions preferred.
- Must be willing to travel to support marketing activities.
- Must have excellent organizational skills; ability to prioritize tasks and manage multiple projects concurrently.
- Must be able to coordinate meetings and communications (i.e., meetings, conference calls, newsletters) to effectively correspond with internal and external clients and general public including suppliers and industry partners
- Strong verbal and written communications skills required. Ability to write reports, business correspondence and manuals
- Computer proficiency required in the Microsoft software and Windows OS
- Ability to perform clerical and administrative tasks, understand and carry out oral and written instructions, deal with daily office operations/situations, cooperate and get along well with others. 60wpm
- Occasional use of personal vehicle for transportation to and from meetings and/or errands (vehicle not provided by the company).

### **PHYSICAL DEMANDS**

Must be able to lift/move fifty pounds.

Be able to sit behind a computer and work for lengthy periods at a time.