



## **ADMINISTRATIVE SPECIALIST**

### **OVERVIEW**

The Administrative Specialist supports the Experience Olympia & Beyond team, manages the day-to-day office operations, and serves as a travel consultant for visitors. By anticipating needs, providing personalized expertise, and appropriately prioritizing multiple projects, this individual helps carry out the work and mission of the Experience Olympia & Beyond team. This position is a direct report to the Vice President of Finance & Administration.

The successful candidate will be a good relationship builder, feel confident engaging with a variety of stakeholders, be a fast learner, be detail-oriented and have impeccable business practices. This person will also have a problem-solving mindset and be committed to providing exceptional customer service, both to our stakeholders and the Experience Olympia & Beyond team.

### **ABOUT EXPERIENCE OLYMPIA & BEYOND**

Our team of destination marketing professionals are passionate about Thurston County and our belief in the power of travel to change the world. We strive to strengthen the local economy by developing meaningful experiences and promoting travel to vibrant Thurston County.

We are a small team with a big mission, which means this isn't a job for the faint of heart. We're looking for a savvy and experienced professional who's not afraid to work hard, take on new challenges and laugh a lot along the way.

### **PRIMARY RESPONSIBILITIES**

#### **General Office**

- Pick up and drop off mail, open and disburse
- Check email, respond, and follow-up accordingly
- Keep accurate inventory of office supplies, emergency supplies, and purchase additional supplies as necessary
- Understand all office equipment; maintain and arrange repairs as needed
- Update and maintain our asset list with addition and disposal of equipment
- Database (Customer Relationship Management/CRM) maintenance, including data entry and overall accuracy, consistency, and completeness of data for each account
- Create, pull and maintain stakeholder lists/reports from CRM by group; examples could include hoteliers, board members, elected officials, etc.
- Maintain inventory of maps and brochures; monitor distribution and deliver as needed
- Attend and take minutes at Ag Tourism meetings and assist VP of Sales & Development in preparation of meeting materials. As needed and if time allows, assist with email/call reminders, secure meeting venues, track RSVP's
- Keep How To lists and SOP lists updated, quarterly at a minimum

**EXPERIENCEOLYMPIA.COM**

T (360) 704-7544

PO Box 1394, Olympia, WA 98507

*The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.*



- Assist with putting together materials for both sales and media familiarization tours, coordinating details with partners and vendors
- Assist with Stakeholder Engagement gatherings, our Certified Tourism Ambassador program, Annual State of Tourism Meeting and Sports Awards Meeting planning, coordinating and general support.
- Accurately enter data and compile monthly reports in alignment with DI reporting standards
- Keep the administrative office always looking tidy and professional
- Post events to our online Events calendar
- Conduct periodic industry and market research as directed
- Other tasks as directed by the Executive Team

#### Phone

- Understand and become proficient with the phone system, answer the phone and check phone messages
- Answer inquiries from visitors and obtain mailing information; track source/referral of call
- Provide travel counseling and answer questions about our region

#### Visitor Guide and Visitor Request Fulfillment of collateral

- Complete weekly mailings. this would include managing incoming leads from advertisements for potential bulk mailing and printing address labels; keeping up on current USPS postage rates and requirements and filling out bulk mail forms; keeping supplies and brochures associated with bulk mail stocked; lifting boxes and mail trays
- Distribute bulk boxes of Visitor Guides
- Mail individual Visitor Guide requests, adding additional info requested
- Track mailed pieces etc. for use in reporting data
- Monitoring Info@ and marketing@experienceolympia.com email accounts
- Create and maintain list of locations, contact etc. for distribution of collateral materials

#### Provide Board Support

- Prepare new Board member information notebooks and schedule orientation with CEO
- With VP of Finance & Administration prepare supportive material for distribution and maintain current and historical directory of members of the board
- Support the Board with coordination of meeting, travel, and other arrangements

#### Staff Support

- Take notes during team meetings; track and monitor project plans
- Create weekly team meeting agenda and distribute post meeting notes of action items and/or ensure tasks are captured in CRM
- Maintain office calendar
- Provide support and data entry for reporting - all departments
- Assist with other tasks as requested

**EXPERIENCEOLYMPIA.COM**

T (360) 704-7544

PO Box 1394, Olympia, WA 98507

*The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.*



## **QUALIFICATIONS**

- High school diploma/GED or equivalent required
- College degree preferred, 5 years of experience in lieu of higher education may be acceptable
- Proficiency in Microsoft Office (including Outlook, Word, Excel and Power point), data bases, Survey Monkey and internet search engines
- Proficiency in the use of office equipment including basic computer hardware and software, copy/scan/fax machine, telephone systems, operation of postage machine
- Demonstrated ability to build relationships
- Excellent communications and customer service skills
- A thorough understanding of email and phone etiquette
- Ability to foster teamwork and communicate through problems
- Problem solver
- Proactive, anticipatory work style
- Excellent time-management and ability to manage and plan for several projects and events at once with an attention to detail
- A working knowledge of Thurston County as a destination for visitors and an enthusiasm to learn more
- Ability to lift and move 20-40 lb. boxes, etc.

## **TERMS**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time. EO&B believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of the organization.

## **SALARY & BENEFITS**

Full-time, salaried, exempt position. Compensation DOE.

Medical, dental, vision, STD, LTD, Life, 401k matching, vacation and 11 paid holidays.

Open until filled.

## **TO APPLY**

E-mail cover letter and resume to Kelly Campbell, Vice President of Finance & Administration subject line: Administrative Specialist, Full Name to [Kelly@ExperienceOlympia.com](mailto:Kelly@ExperienceOlympia.com)

Experience Olympia & Beyond provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or ethnicity. In addition to federal law requirements, EO&B complies with applicable state and local laws governing nondiscrimination in employment.

**EXPERIENCEOLYMPIA.COM**

T (360) 704-7544

PO Box 1394, Olympia, WA 98507

*The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.*



**EXPERIENCEOLYMPIA.COM**

T (360) 704-7544

PO Box 1394, Olympia, WA 98507

*The Olympia-Lacey-Tumwater Visitor & Convention Bureau is the official destination marketing organization for Thurston County.*