

DIRECTOR OF OFFICE ADMINISTRATION /
CLERK OF THE BOARD

Full-Time

Dept: Randolph County Tourism Development Authority

FLSA Status: Exempt

Grade: 320

General Definition of Work

Performs management-level work overseeing certain aspects of the Randolph County Tourism Development Authority Destination Marketing Plan & Program of Work, including but not limited to Administration, Product Development, Information Technology, Visitor Services, Marketing Assistance, Grants and sponsorships, Research and Performance Measures, Partnerships & Industry Advocacy, Government Relations, and related work as apparent or assigned. Controls significant matters linked to the mission of the Authority, exercising independent judgment and discretion over decision-making related to Authority matters. Serves as Clerk to the Authority Board and as a member of the Leadership Team, and work is performed under the limited supervision of the Executive Director and any applicable Authority officials; supervision is exercised over personnel within the Authority’s Office Administration Team and other personnel as appropriate.

Qualifications Requirements

To perform the job successfully, an individual must accomplish each essential function effectively. The requirements below represent the required knowledge, skill, and ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Functions

- Supervises and directs the Office Administration Team, providing input into job status including but not limited to hiring, firing, assignment of duties, and promotions, and conducts annual staff evaluations as directed; updates the Executive Director on personal personnel issues and concerns
- Serves as Clerk to the Authority Board of Directors; acts as a Notary Public Prepares and administers oaths; prepares Authority Board Meeting agendas and Packets; processes and posts meeting notices and appropriate
- Maintains Authority Personnel and Operation and Procedures Policies Handbook
- Assist with the preparation and monitoring of the Authority budget and prepare financial and budgetary data for the Executive Director
- Completes purchases for the Authority
- Administers contracts for the Authority
- Oversees repairs and replacement needs of the interior, office equipment, furniture, and computers; maintains various standard office equipment; and maintains repair and maintenance records on equipment, as necessary
- Establishes, monitors, and updates various files, records, and reports
- Attended various meetings, taking and transcribing minutes for the Executive Director and Director of Tourism as directed; oversees the preparation of meeting agenda and packets as requested
- Oversees indexing and maintaining of official minutes minute books and other applicable Authority books of records

- Oversees accounts payables and receivables and processes invoices for payment
- Oversees preparation for reports and compilation of information
- Oversees inventory of supplies, assets, and promotional items
- Oversees payroll, leave and timekeeping, reporting, processing and new hires, coordination risk management and safety training, worker’s compensation reporting, and coordination benefits enrollment and meeting as applicable to authority staff, serving as liaison to County Human Resources Department
- Serves as designated essential employee on the Leadership Team and serves as Duty Officer at least one weekend per month and on alternating holidays as needed
- Abides by, enforces, and participates in implementing and ongoing oversight of Tourism Development Authority safety standards and regulations

Knowledge, Skills, and Abilities

Thorough knowledge of state and local laws concerning Authority administration terms, powers, regulations, etc.; knowledge of the Authority’s policies and procedures; knowledge of the rules of order related to public hearings; knowledge of standard office procedures, practices, and equipment; ability to communicate ideas effectively, both orally and in writing; ability to make arithmetic computations using whole numbers, fractions, decimals, ability to research and prepare reports; ability to maintain required certifications; ability to manage operations during emergencies or inclement weather; ability to establish and maintain an effective working relationship with government officials, associates, visitors, industry partners and stakeholders, and the general public.

Education and Experience

Bachelor’s degree in accounting, business administration, or related field with one to three years of experience working in a business office or equivalent combination of education and experience.

Physical Requirements

This work requires the periodic exertion of up to 50 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle, or feel and repetitive motions; frequently requires sitting and reaching with hands and arms and occasionally requires standing, walking, climbing, or balancing, stooping, kneeling, crouching, or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas using the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally conducted in moderately quiet location with light traffic.

Special Requirements

Valid North Carolina Driver’s License within 60 days of employment and North Carolina Notary Public and other industry certifications as directed by the Executive Director

Competencies

- **Business Ethics**
Treats people with respect; keeps commitments; inspires the trust of others; works ethically and with integrity; upholds organizational values
- **Change Management**

Develops workable implementation plan; communicates change effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors the transition and evaluates results

- **Communications**

Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods

- **Job Knowledge**

Competent in required job skills and knowledge; can learn and apply new skills; keeps abreast of current development; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively

- **Leading with Integrity**

Exhibits ethical and moral behavior in everyday business conduct; earns the trust of others by disclosing information and admitting mistakes, recognizing and resolving ethical questions; ensures organizational ethics are widely understood; encourages open discussion of ethical issues; creates an environment that rewards ethical behavior

- **Managing People**

Defines responsibilities and expectations; includes subordinates in planning; takes responsibility for subordinates' activities; makes oneself available to subordinates; provides regular performance feedback; develops subordinates' skills and encourages growth; sets goals and objectives; motivates for increased results; recognizes contributions of others

- **Negotiations Skills**

Clarifies interests and positions of all parties; adjusts tactics to achieve desired results; manages conflict, manipulation, and intense emotions; develops alternative options for mutual gain; builds consensus through give-and-take

- **Quality**

Demonstrates accuracy and thoroughness; displays a commitment to excellence; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality

- **Relationship Building**

Builds rapport up, down, and across the Authority; establishes collaborative relationships to achieve objectives; seeks win-win solutions to conflict; develops a network of professional contacts; displays empathy and tolerates diverse viewpoints

- **Customer Service**

Displays courtesy and sensitivity; manages difficult or emotional customer situations; meets commitments; responds promptly to customer needs; solicits customer feedback to improve service

- **Dependability**

Responds to requests for service and assistance; follows instructions; responds to management direction; takes responsibility for own actions; commits to doing the best job possible; keeps commitments; meets attendance and punctuality guidelines

- **Initiative**

Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for help when needed

- **Team Leadership**

Forster's team cooperation; defines team roles and responsibilities; supports group problem-solving; ensures progress toward goals; acknowledges team accomplishments

I have read and understand my job duties and responsibilities outlined in this Position Description. I will complete all tasks assigned to the best of my abilities and as assigned.

Employee Name (Printed)

Employee Signature

Date

Executive Director (Printed)

Executive Director Signature