

## POSITION DESCRIPTION

**POSITION TITLE:** Executive Assistant  
**REPORTS TO:** President/CEO  
**DIVISION:** Executive

### EXPECTED RESULTS:

Agency Result – The Rockford Area Convention & Visitors Bureau exists to drive quality of life and economic growth for our citizens through tourism marketing and destination development.

Position Result – Supports the efficiency and effectiveness of the President/CEO and the staff executive team by executing a broad spectrum of responsibilities from clerical support to complex project management.

### ESSENTIAL FUNCTIONS:

#### **Executive Support**

- Coordinates CEO’s workflow in executing community engagement and government relations activities.
- Monitors progress, coordinates and prioritizes CEO’s work flow.
- Advises on and prepares minutes, agendas, policies and documents for the RACVB board, RACVB charitable foundation board and other RACVB stakeholders.
- Uses discretion and independent judgment in handling confidential and sensitive information in connection with the CEO’s responsibilities.
- Assists in the planning and execution of RACVB Annual Luncheon and other events as requested.
- Maintains established timeline, preparation and submittal of Board monitoring reports; including drafting reports as requested.
- As directed by the CEO, plans and organizes special Board meetings and retreats that focus on long-term plans, issues and opportunities.
- Supports the senior management team.
- Assists in the implementation of short- and long-term corporate strategy that is aligned with Board directives and Ends Policies.
- Other duties may be assigned.

#### **Administrative Support**

- Schedules and confirms meetings and appointments for the President/CEO and board committees.
- Makes travel arrangements as necessary and prepares expense reports.
- Makes copies, sends communication, and composes and types letters, memos and presentations for the President/CEO.
- Open, sorts and distributes mail.
- Responds to calls, voice mails, e-mails and correspondence for the President/CEO.
- Maximizes technology to efficiently support the President/CEO in managing schedules and communication.
- Serves as a valuable “go to” person for executive team staff, by assisting them in day-to-day tasks, contributing to their success in performance and productivity, and seeking ways to amicably solve problems pertaining to staff relations.
- Manages staff recognition program; including birthdays, anniversaries and special celebrations.
- As needed, provides relief and coverage of front desk/receptionist duties.
- Coordinates meetings and correspondence for Rockford’s Sister Cities Commission

### KEY CONTACTS:

- |               |                        |                             |
|---------------|------------------------|-----------------------------|
| • Vendors     | • Destination Partners | • Consultants               |
| • Customers   | • RACVB Board Members  | • Community Leaders & Staff |
| • RACVB Staff | • Local EA             |                             |

**CRITICAL KNOWLEDGE, SKILLS AND ABILITIES:**

- Takes initiative without needing continual direction from the CEO.
- Highly developed communications skills (written/verbal) and interpersonal savvy allowing for success in a team environment. Ability to comfortably engage with employees, board members, and leaders from throughout the community and industry.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers and the public.
- Results/action-orientation; detail-oriented and an effective process/project manager with superior organizational, time management, and multi-tasking skills.
- Ensures discreet handling of all RACVB business, confronting sensitive issues with a confident, unbiased and relaxed manner.
- Integrity, innovation, initiative and integration form the basis of all work and relationships.
- Able to successfully navigate within varying degrees of ambiguity in a fast-paced environment.
- Possess knowledge of customer service practices and the skills to effectively implement.
- Willingness to embrace and adhere to RACVB standards and corporate culture.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat.
- Ability to write reports and business correspondence.
- Ability to anticipate, solve and deal with a variety of problems/ situations.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, contracts, and governmental regulations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to understand, operate and troubleshoot office machinery and computer software.

**EDUCATION/EXPERIENCE REQUIREMENTS:**

Bachelor's degree in Liberal Arts or Business plus 3 to 5 years related experience; or equivalent combination of education and experience. Prior work experience for an executive level leader, board governance, monitoring and minute taking preferred. Destination/tourism work experience is a plus. Candidate should demonstrate an innovative use of research, strategy, creativity, collaboration and project management skills to produce meaningful results. Candidate should project professionalism and confidence while willing to roll up the sleeves when necessary. Must have valid driver's license and reliable transportation. May need to attend a morning, evening or an occasional weekend meeting/event.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach, and must be able to move around the work environment. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust. The noise level in the work environment is usually moderate.

**PREPARED BY:** John Groh

**PREPARED DATE:** 06/02/21

**APPROVED BY:** John Groh

**APPROVED DATE:** 06/02/21