



Position Title: Office Coordinator
Company: Visit SLO CAL
Location: San Luis Obispo, CA
Functional Area: Administration/Operations
Reports To: Operations Manager
Employment Type: Full-Time Non-Exempt
Education Desired: Four-Year Related Degree (or equivalent experience)
Experience Required: 2+ Years
Pay Range: \$15 - \$19 per hour

Organization Description:

Visit SLO CAL (VSC) is the non-profit countywide destination marketing and management organization (DMMO) for San Luis Obispo County. Its mission is to “Inspire travel and foster our unique experiences to create life-long ambassadors and economic growth for San Luis Obispo County.” Its goal is to promote San Luis Obispo County through marketing, advertising, public relations, group sales, promotions, events and sponsorship, branding the region as a choice destination for regional, national and international travelers alike. Visit SLO CAL works in partnership with tourism industry-related businesses including lodging properties, restaurants, wineries, breweries, activities, local community destination marketing organizations and the state tourism organization, Visit California, to create a unified marketing approach that promotes the culinary, coastal and cultural assets of the county. For more information, visit SLOCAL.com.

Position Description:

Are you hyper organized and detail oriented?
Do you enjoy working with other dedicated co-workers?
Do you have experience in 'pressure cooker' situations -- and can maintain a cool head?
Can you juggle multiple projects at once, giving each the attention it deserves?

If you answered yes to all of these questions, you are the ideal candidate for the Office Coordinator position at Visit SLO CAL. This position offers an exciting opportunity for a talented, driven, passionate, detail-oriented and collaborative individual. This position is integral to supporting the work of the organization.

Here's what your day will look like

The Office Coordinator is an invaluable member of the team, working in an extremely fast-paced, multi-tasking role. Incredible communication skills are essential. Administrative and finance-related tasks are the primary day-to-day job duties for this position that reports to the **Operations Manager**. The Office Coordinator communicates with all positions in the office and with partners throughout the county.

We seek a talented, driven, passionate and collaborative person to coordinate day-to-day clerical and logistical needs.

We seek a person who is diligent, friendly and has the ability to receive and implement constructive feedback. Together we are working to increase the awareness of SLO CAL as a destination and our Office Coordinator is a vital part of achieving our success.



Who are you?

- You are incredibly organized and detail-oriented.
- You can track and coordinate the progress of multiple projects.
- You have strong communication skills both with team members and those outside of the organization, and are proactive in following up and following through on tasks.
- You are friendly, outgoing and strive for the best.
- You are systems-oriented and tech savvy.

Core Responsibilities:

General Support

- Coordinate priorities consistent with *Strategic Direction 2020*
- Handle office-related tasks including answering phone calls and walk-in visitors, recording all interactions in the CRM, responding to email requests for information, mailing information and updating general information
- Maintain key contact information for partners in the CRM (Customer Relationship Management) system, and monitor the upkeep of this important tool by other team members
- Provide logistical assistance to stakeholders in creating and building their website profiles through the extranet and periodically audit listings
- Manage swag inventory proactively, including re-ordering
- Track VSC's KPIs on a monthly basis, following up with team members as necessary
- Provide logistical assistance with VSC's Destination Management Strategy process, including, but not limited to, assisting with calls and scheduling needs
- Prepare presentations and reports, utilizing clear and concise charts, graphics and tables
- Assist with preparation for external meetings, including Board and Executive Committee meetings
- Assist with daily errands outside the office as requested
- Facilitate, organize and manage collection of data and key information
- Manage and maintain electronic and manual filing systems
- Manage the inventory of office supplies and place orders when necessary
- Sort and distribute mail daily
- Interface with the organization's partners, tourism members, sponsors and prospects by responding promptly to all tourism and visitor service-related requests via email, phone, etc. as appropriate
- Assist with the booking of travel arrangements for the leadership team, as necessary
- Manage confidential information while providing organizational professionalism and support
- Ensure the cleanliness of the office, both inside and outside
- General administrative support, as directed

Event Planning & Logistics

- Calendar and assist in coordination of logistics of industry events (VSC's annual Destination Summit, educational events, etc.), including coordination of the venue, A/V and other vendors
- Coordinate the itinerary logistics of incoming media and travel trade familiarization tours, individual media visits and meeting planners



Financial Support:

- Provide financial reports to the team as requested
- Track the processing of Operations-approved invoices
- Recording TMD remittance checks and following up with delinquent communities
- Filing vendor invoices
- Maintaining accounts receivable, following up on delinquent invoices
- Assist VSC's controller contractor as needed

Required Skills/Experience

- Minimum of two (2) consecutive years of administrative experience in a fast-paced environment (ideally in the tourism/hospitality industry)
- Excellent written and verbal communication skills, including editing and proofreading
- Superior organizational skills, attention to detail and an ability to be proactive and anticipate needs
- Ability to learn quickly, multi-task, track various projects and prioritize in a fast-paced environment
- Ability to perform administrative duties in an efficient, fast-paced, positive, professional and courteous manner
- Ability to read, analyze, articulate and interpret general business periodicals, professional journals and technical procedures, as well as write technical procedures for future team use
- Ability to process and reconcile basic financial transactions (e.g. credit card transactions) through an online portal, and use task management software, customer relationship management (CRM) software and other tools
- Daily use and technical proficiency with Microsoft Office (Word, PowerPoint, Excel, Access) and standard computer skills (i.e., electronic mail, word processing, database development, internet usage, etc.) required
- QuickBooks, Asana and SAP Concur experience preferred

Desired Traits/Abilities:

- Bachelor's Degree (B.B.A./B.S./B.A.) from four-year college or university in business, hospitality & tourism management, sales, marketing or related field
- Detail-oriented, methodical and extremely organized work style
- Talent for tracking, multi-tasking and the ability to pivot quickly in a rapidly-changing environment
- Problem solving skills and ability to propose and direct successful solutions
- Ability to work autonomously, yet collaborate with others as needed
- Strong drive and a tendency to thrive in a very fast-paced, ambitious environment
- Professional, adventurous, positive and confident attitude

Visit SLO CAL, an equal opportunity employer, offers an exciting opportunity for qualified, career-motivated professionals. We provide competitive compensation and the chance to work with talented people in a successful, fast-paced and pleasant environment. We offer premium benefits including medical, dental, life insurance, 401K, vacation time and much more.

For more information or to apply, visit the Jobs page on the SLOCAL.com website.