



## OFFICE MANAGER/ADMINISTRATIVE ASSISTANT

### OVERVIEW

Part second brain, part air traffic controller, the Office Manager/Administrative Assistant supports the Olympia-Lacey-Tumwater Visitor and Convention Bureau's (VCB) Executive Director and VCB team, manages the day to day office operations, recruits, trains and schedules volunteers for the Visitor Information Center, and serves as a travel consultant for visitors. By anticipating needs, providing personalized expertise, and appropriately prioritizing multiple projects, the Office Manager/Administrative Assistant helps carry out the work and mission of the VCB.

The successful candidate will be a good relationship builder, able to connect with a variety of stakeholders, a fast learner, big picture thinker and detail-oriented. They will also have a problem-solving mind with a heart of service.

### ABOUT THE OLTVCB

Our team of zealous destination marketing professionals are as passionate about the Thurston County community as we are about our belief in the power of travel to change the world. We work day in and day out to strengthen the region's 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 disperse
- Check email and respond, follow up accordingly
- Purchase office supplies as necessary
- Understand all office equipment, maintain and arrange repairs to be made when necessary
- Maintain contact lists for VCB Board members, VCB members and friends
- Acquire and maintain brochures and maps as needed
- Arrange meetings – email/call reminders, secure venues, track rsvps, prepare all meeting materials
- Assist with Tourism Together Events and the Annual State of Tourism Meeting
- Compile monthly reports in alignment with DMAI reporting standards
- Attend and keep minutes for VCB board meetings and other meetings as requested
- Keep Visitor Information Center and administrative office looking tidy and professional at all times

[EXPERIENCEOLYMPIA.COM](http://EXPERIENCEOLYMPIA.COM)

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P.O. Box 7338, Olympia, WA 98507

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

## Phone

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

## Volunteer Coordinating

- Recruits, trains, schedules and rewards volunteers
- Maintains an updated volunteer manual
- Manage the successful completion of volunteer's special project work

## Visitor Guide and Visitor Request Fulfillment

- Complete weekly bulk mailings. This includes: managing incoming leads from advertisements for bulk mailing and printing address labels; coordinating volunteers to help with envelope stuffing and sealing; 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

## Provide Board Support

- Prepare new Board member information notebooks
- With Executive Director, prepare agendas and supportive material for distribution
- Ensure timely distribution materials to the Board and Tourism Commission
- Support the Board with meeting, travel, and other arrangements
- Draft meeting minutes for review by the Executive Director
- Create action item lists from meetings for use by the management staff

## 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, 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

## THE SMALL PRINT

Full-time, hourly position. Compensation DOE. Position reports to Executive Director. Open until filled.

## HOW TO APPLY

To apply, email cover letter and resume to Shauna Stewart, Executive Director, at [shauna@experienceolympia.com](mailto:shauna@experienceolympia.com), subject line: Office Manager, Full Name. No phone calls.

The Olympia – Lacey – Tumwater Visitor and Convention Bureau (VCB) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, VCB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.