

Administration Coordinator

JOB TITLE: Administration Coordinator

DATE: April 1, 2014

REPORTS TO: Executive Director, Explorers' Edge (EE)

DEPT:

APPROVED BY: James Murphy

SUPERVISES: N/A

JOB PURPOSE:

The purpose of the Administration Coordinator (AC) is to support office administration, marketing programs and the governance activities of Explorers' Edge.

DUTIES & ESSENTIAL JOB FUNCTIONS

1. Reception duties including front line communication, telephone answering, responding to emails and general queries, checking voicemail and forwarding messages, etc.
2. Administrative assistance for Executive Director including maintenance of office files (where required), open and distribute mail, take minutes at meetings, handle requests for information and data (research), schedule and coordinate meetings (travel arrangements), etc.
3. Simply Accounting updating including Accounts Receivable / Payable
4. Office care oversight including garbage and recycling, schedule cleanings, ensure necessary supplies are in stock.
5. Inventory management of office supplies, cleaning supplies, and photocopies of necessary documents (copies of research for distribution, etc).
6. Fuel & Fun & Explore the Edge coordination (liaise with operators, answer general queries, track participating operators, track consumer registrations, create and distribute packages, etc.)
7. Upcoming Events listings research and uploading on EE app and website, including Special Offers
8. Website content administration (upload and update operators into Searchable Database as necessary)
9. Creation and filing of Board and Committee meeting Minutes
10. Room & food bookings/coordination

COMPENSATION & SCHEDULE

1. 32k – 36k Year, 40 hours/week

APPLICATIONS

Direct inquiries and forward CV to info@admindesk.ca for consideration. Only those interviewed will be contacted. Position closes April 18, 2014 4pm.

April 1, 2014

COMPETENCY MODEL

REQUIRED COMPETENCIES/ TOOLS

The Product Coordinator must possess the following skills:

- a) Must have an understanding of tourism both provincially and regionally.
- b) Must possess strong strategic planning skills, along with strong conceptual development abilities in tourism and commerce development.
- c) Must be able to generate concepts/ideas independently and within groups.
- d) Balance of strategic, analytical, creative and operational orientation.
- e) Excellent oral, written and presentation skills with and enthusiastic and engaging personality.
- f) Basic understanding of web technology, simple image manipulation and the effective use of social media and multimedia. Includes programs such as; Twitter, Facebook, webinar software and Microsoft Office.

PREFERRED COMPETENCIES:

The Administration Coordinator should possess the following competencies to differentiate superior performance.

- a) Use common sense in solving problems.
- b) Excellent customer service and organizational skills with the ability to pay close attention to detail.
- c) Ability to work quickly and effectively in a fast-paced environment.
- d) Work within precise limits or standards of accuracy.
- e) Perform a variety of duties which may change often.
- f) Superior communication skills, learned in a public relations field is a huge asset
- g) Communications and/ or Travel & Tourism Marketing experience.

KEY SUCCESS FACTORS

Key factors that relate to success of the Administration Coordinator are:

- a) The ability to continually evaluate our operator needs through the eyes of the customer.
- b) The ability to research and solve new challenges independently.

- c) An obsession with continuous learning as it relates to the community development and growth and the ability to translate those learning into actionable items in our ecommerce platforms.
- d) Enthusiastic with a positive 'can do' attitude.

PERFORMANCE MEASURES

When the position of Administration Coordinator is functioning effectively, indicators of how well the function is being performed include, but are not limited to:

- a) Daily tasks are being accomplished accordingly.
- b) Seamless operator service and communication. Zero errors!
- c) Improve open rate of operator newsletter.
- d) Content being provided rather than having to seek it out.
- e) Continues invitations to regional events, business's and presentations.
- f) Interdepartmental communication is clear, concise, and generative.

JOB FIT

The factors within the position that certain employees may find particularly satisfying include, but are not limited to:

- a) Working with people, specifically tourism operators.
- b) Work that includes the investigation and reporting of operator needs current affairs through business development, whereby operators can know about what is happening all over the region.
- c) Activities involving collaboration between operators in the use of technology.
- d) Engaging and educating operators about communication and the infrastructure being developed within our organization.