

|  |
| --- |
| ADMINISTRATIVE and OPERATIONS ASSISTANT |

**Position Title: Administrative and Operations Assistant   
Reports to: Executive Director  
Status: Hourly, Non-Exempt (approx. 30 hours per week)**

**POSITION DESCRIPTION**

Tillamook Coast Visitors Association is a 501c6 tourism destination management organization representing Tillamook County. Established in 2014, we have worked to bring community-based tourism to the county, based on sustainable tourism principles of people (community), place (stewardship) and profit (year-round economic vitality). We are seeking a skilled person to fulfill a much-needed role of Administrative and Operations Assistant.

The Administrative and Operations Assistant is a core member of the Tillamook Coast Visitors Association (TCVA) organization, assisting with programs, operations, databases, filing systems, reportings, training, mailings, board meetings, banquets, social media assistance, surveys, and other key tasks as needed. This role requires organizational skills, clear written and verbal communication, and ability to prioritize and meet deadlines. Customer service and business operations experience is key to success in this role.

TCVA offers a hybrid work environment with the option to work at offices at the Port of Tillamook Bay. The benefits package includes health insurance reimbursement, home office stipend, generous paid time off, holidays, Safe Harbor 401K plan (after 3 months of employment) and other insurance programs.

Compensation is hourly, $30-$35 an hour based on level of experience.

**RESPONSIBILITIES**

Operations – Conduct the support tasks of TCVA, such as:

* Database management and filing systems.
* Assist with grant programs and communications, working with Executive Director
* Event calendar management
* Website updates as needed
* Assist with yearly tourism banquet and other industry events as needed
* Manage mail, notify team members of needed communications and actions
* Gather and distribute information packets to board members for monthly board meetings.
* Assist with set-up of tourism board meetings, prepare board packets, take minutes and other duties as needed
* Coordinate team meetings
* Manage guidebook business
* Distribute brochures as needed
* Other tasks as needed

Industry Programs – Assist with:

* Support for training programs, such as Guest Service Gold, online educational programs
* Support the directors with community planning meetings
* Oversee and evaluate requests for training schedules, per availability of team members
* Attend industry committee meetings as needed
* Assist with meetings and conference planning as needed
* Assist with conducting surveys of industry sectors to obtain data for economic reports
* Manage accommodations and logistics for travel writers, film crews, tour companies, as needed
* Other tasks as needed

**QUALIFICATIONS & PREFERENCES**

1. Education Preparation and Work Experience
   * High school, with Associate degree preferred
   * Minimum of 3-5 years professional experience
   * Experience in community and business development and/or logistics
   * Experience in hospitality, tourism or customer service
2. Technical Skills
   * Knowledge of digital tools and databases commonly used in business and creative management, such as Microsoft programs (Word, Excel, PowerPoint), Google Workspace and Drive, Adobe Acrobat and Canva
   * Knowledge of WordPress and social media platforms
   * Excellent verbal and written communication
3. Learning Inclinations
   * Independent, self-directed learner
   * Creative problem-solver
   * Ability to learn new digital tools to optimize productivity and communication
   * Proven to work independently as well as within a strong team-oriented culture.
4. Attitudinal Qualifications
   * Self-starter, comfortable working in a hybrid environment
   * Effective interpersonal skills required
   * Good Iistener
   * Ability to work effectively with diverse stakeholders
   * Strong track record of ethics
   * Ability to organize time effectively and manage multiple tasks simultaneously
   * Ability to set and meet deadlines
   * Strong curiosity and passion for learning, with an excitement for new challenges
   * Flexible and team-oriented
   * Strong attention to detail
   * Willingness for occasional work evenings and weekends if needed

**To apply, go to tillamookcoast.com/industry and click on the “Jobs” Button. Please send the application and your resume to:** [**nan@tillamookcoast.com**](mailto:nan@tillamookcoast.com)

**Deadline to apply: Nov. 15, 2024**