California Travel Association

JOB DESCRIPTION

Employee Name: TBD
Position Title: Administrative Coordinator
Existing or New: New
Reports To: CEO
Location: Woodside, CA
Date of Hire: 
Date of Update: 

SUMMARY: State the primary objective of the position.
The primary objective of the Administrative Coordinator is to provide administrative support to the CEO so that he/she can focus on advocating for California tourism and achieving the strategic goals of the organization. This position will also assist the Operations Manager and the Sales Sponsorship Manager as needed. It is the responsibility of this position to ensure that the work of California Travel Association is conducted professionally, accurately, and efficiently, with a focus on excellent communications and customer service.

SECTION I
ESSENTIAL DUTIES, RESPONSIBILITIES, and QUALIFICATIONS: as related to this specific Job Description, list in order of importance using active verbs such as maintains, coordinates, attends, performs exhibits, etc.

- Manage CEO’s calendar. Set up meetings, phone calls, plan travel.
- Attend and take minutes at committee meetings.
- Create CEO’s expense reports.
- Provide administrative support at board meetings and organization events. Process payments, print name tags and table cards, prepare printed materials for committee and board meetings.
- Order office supplies, track expenses.
- Pick up organization’s mail from PO Box in Menlo Park once a week and send checks and other relevant information to controller.
- Prepare PAC reports, handle insurance renewal, tax document preparation, licenses, 401K paperwork and other non-membership related contracts.
- Be trained to provide back up on CRM system for Operations Manager.
- Update the CalTravel’s Customer Relationship Management (CRM) database to keep information current; data entry to update accounts, business information, contact information, notes, and communications.
- Create and distribute weekly CTS tracking reports, room block fulfillment reports, event registrations, auction package tracking, sponsorship sales reports, and other reports as needed.
- Manage communications with CTS speakers. Send out contracts and follow up, collect assets, make hotel reservations and other travel plans, communicate instructions, set up prep calls with CEO, track and submit their expenses for reimbursement.
- Manage relationship with CalTravel Award winners. Collect assets, communicate event logistics and expectations, manage guest list for tables, bill for additional guests, order and proofread awards.
- Manage relationships with CalTravel Scholarship winners. Confirm who is attending, set up travel plans and hotel rooms, communicate timing and event instructions, order and proofread awards.
- Assist Event Manager on collecting auction items. Prepare email communications, secure package details from donors, track progress against deadlines and goals.
- Assist Sponsorship Sales Manager on sponsorship sales and execution. Collect signed contracts, collect logos and any other assets needed track assignment of sponsor elements (awards, speakers, meals, networking breaks, etc) and send instructions to sponsor. Send instructions to Marketplace exhibitors, other support as needed.

Perform related duties as assigned. Employee must be flexible to step in as a team player and be willing to do whatever needs to be done.

**Section II**

**GENERAL REQUIREMENTS**

**Attitude**
Maintains a positive, upbeat, helpful, problem-solving attitude. Promotes and exemplifies CalTravel values. Proactive, dependable, and professional. Detail-oriented, thoughtful, and accurate.

**Commitment to Service**
Follows up on telephone calls, e-mails, requests, complaints and challenges; responds quickly to internal and external needs. Develops and promotes teamwork and cooperation among fellow workers and managers/supervisors. Shows an appropriate sense of urgency in completing work and addressing the needs of the department.

**GENERAL QUALIFICATIONS**
To perform this job successfully, the employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**
Must have a bachelor degree and at least two years of relevant work experience. Academic concentration in tourism or a related degree is a plus. Prior work at a non-profit and/or in the tourism industry is a plus.

**Language Skills**
Must have excellent writing and communication skills. Must be able to analyze and interpret general business information, technical procedures related to the job functions and to governmental regulations. Must have ability to create professional business reports and business correspondence. Must be able to present information effectively and respond well to questions from members, clients, colleagues, the Board of Directors.

**Mathematical Skills**
Ability to calculate figures and amounts as required for budgets, pricing, sales, reports, percentages as required for the position.

**Reasoning ability**
Ability to solve practical problems and deal with a multitude of variables.

**Required Technical / Other Skills**
Proficient with office equipment such as printer, desktop computers, laptops, ipads and cell phones. Proficient with commonly used business software including Microsoft Word, PowerPoint, Excel, Outlook, QuickBooks, WordPress and any other software programs that are essential to the job function.
Physical Demands
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 talk, hear, sit and stand, use hands and finger dexterity; reach with hands and arms; frequently required to walk and stand for long periods of time; occasionally required to climb, balance, stoop or lift up to 25 pounds.

COMPANY FUNDS
This position has access to company funds, such as cash, checks, company credit cards, client credit card information, contracts, other.

CONFIDENTIAL INFORMATION
This position has access to confidential information that includes legal, financial, personnel, clients, contracts, passwords, codes, other.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this position. These statements are not intended to be construed as a complete list of all responsibilities, duties and skills required.

Section III
ACKNOWLEDGEMENT

I have reviewed this job description and can meet the required qualifications.

I understand that as CalTravel's needs change, my job description may change. I, therefore, understand that I may be asked to perform duties, activities and assume responsibilities that are not listed in this Job Description.

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cc: Employee
    Supervisor
    HR File