

JOB DESCRIPTION



POSITION TITLE: Office Coordinator
REPORTS TO: Executive Director
FLSA STATUS: Non-Exempt

Our Mission

The Kankakee County Convention & Visitors Bureau (KCCVB) strives to develop and market branded Kankakee County destination experiences to enhance community economic growth and quality of life.

Position Summary

As the Office Coordinator you will have the opportunity to make a significant impact on our mission and those that live and travel to our destination. You will be the first impression for visitors, provide administrative support to our team and be a local contact for our community serving as our eyes and ears.

What it takes.

As Information Technology Coordinator:

- Provide server administration (new users, login, passwords, etc.).
- Resolve day-to-day PC and printer issues with guidance and assistance from IT service provider as necessary.
- Maintain relationship with and schedule services with IT service provider.
- Maintain phone system through day-to-day system management (resolve problems, new users, phone list updates, speed dials, holiday recordings, etc.).
- Maintain copiers and schedule repairs as necessary.
- Provide office training on phone system, copiers, computer software and other equipment.
- Perform other responsibilities and special projects as assigned.

As Receptionist:

- Perform basic reception desk duties as outlined in the front desk receptionist manual.
- Process and distribute in-coming and out-going mail and packages (UPS, FedEx, etc.).
- Track visitor inquiries by entering inquiries into Excel and iDSS.
- Mail out visitors' requests for information.
- Ensure lobby and all common areas are clean, including meeting rooms and kitchen, at beginning and end of day.
- Maintain calendar for meeting room in Outlook.
- Prepare for internal and external meetings by stocking meeting room with beverages, setting up electronic equipment and other prep as necessary.
- Clean up meeting rooms after meetings are over, such as putting away food and beverages, electronic equipment.
- Maintain brochure racks in the reception area by filling and straightening racks, removing dated materials and ordering brochures as necessary.
- Maintain a current knowledge base of regional activities by reading current travel magazines and incoming information.
- Oversees stocking, visual merchandising and sales of Kankakee County souvenir items.
- Receive requests for donations of gift baskets and bags, send response to requestors, fill donation requests for gift baskets and bags.
- Order supplies for gift baskets.
- Provide support to team when needed.
- Perform other responsibilities and special projects as assigned.



As Office Coordinator:

- Communicate operational policies and procedures as necessary.
- Assist with scheduling day-to-day maintenance of the building and grounds.
- Maintain inventories of office and kitchen supplies to ensure smooth office operations.
- Coordinate the ordering, purchasing and delivery of supplies to the office.
- Assist with the purchase of office equipment, services and maintenance agreements.
- Perform other responsibilities and special projects as assigned.

As Administrative Assistant:

- Schedule team orientation and maintain supply of orientation manuals.
- Update team manuals as necessary.
- Maintain standardization of templates for memos, letters/stationery, etc.
- Provide administrative support to Executive Director.
- Create nametags for new team members, board members, volunteers & interns.
- Perform other responsibilities and special projects as assigned.

As Wellness Enthusiast:

- Develop, coordinate, manage and maintain total wellbeing programming to reduce health risk, medical costs and encourage healthy lifestyles.
- Organize and implement wellbeing related activities, ex. nutrition counseling, financial planning, CPR certification, yoga, massage, volunteer event, field trip, etc.
- Keep up-to-date of current national wellness and wellbeing initiatives and activities, developing a network of resources and contacts to use at KCCVB as appropriate.
- Explore ideas and opportunities to personalize the program to increase employee participation.
- Perform other responsibilities and special projects as assigned.

And finally, it's not what you know, it's who you know. Maintain professional relationships with:

- Industry partners, ex. hotels, restaurants, attractions, retail.
- Key contacts at state, county, municipal and park district levels.
- Vendors and suppliers.



Critical knowledge, skills and abilities:

- Willingness to work well in a fast-paced, “open space” team environment.
- Work hours as agreed and give advance notice of any necessary schedule changes.
- Flexibility with evening/weekend meetings and events and ability to attend as necessary.
- Ability to be exposed to all weather conditions including rain, wind, snow and extreme temperatures.
- Dress appropriately for a professional office environment.
- Ability to effectively present information and respond to questions from the public.
- Ability to interact with a variety of individuals within and outside of the KCCVB.
- Ability to deal with and solve practical problems.
- Capable of simultaneously managing multiple priorities while meeting deadlines.
- Ability to write reports, business correspondence and procedure manuals.
- Play a leadership role inside and outside the organization.
- Have a good understanding of the tourism industry and its trends.
- Have strong interpersonal skills that allow for success in a team environment.
- Possess confident communication capabilities in both written and verbal forms.
- See the big picture while being able to implement effective strategies and tactics.
- Must be able to manage own time and priorities to ensure that deliverables are completed on time, within budget, achieving the desired scope and the required level of quality.
- Must be detail-oriented.
- Must be committed to providing prompt responses to inquiries and requests and being relentless in following up until tasks are complete.
- Enthusiastically network.
- Proficient in Microsoft Office Suite; will teach CRM, point of sale software and others as necessary.
- Willingness to embrace and adhere to KCCVB standards and corporate culture.
- Must have a valid driver’s license.

Education/Experience requirements:

High School diploma or GED required. Previous experience with knowledge of Kankakee County attributes, venues, hotels and attractions. Destination/tourism experience is a plus. Candidate should demonstrate an innovative use of research, strategy, creativity, collaboration and project management skills to produce meaningful results. Candidate should project professionalism and confidence while willing to roll up sleeves when necessary. Integrity, innovation, initiative and integration form the basis of all work and relationships.

Physical requirements:

- Office work: Light exertion up to 20 lbs. force occasionally and/or up to 10lbs. frequently.
- During events: Medium exertion up to 50 lbs. force occasionally, and/or up to 20 lbs. frequently.
- Perform repetitive tasks/motions.
- Ability to see.
- Hear alarms/telephones/normal speaking voice.
- Have good manual dexterity.
- Have good eye-hand-foot coordination.

I have reviewed the above job requirements and verify that I meet the minimum requirements and can complete the essential functions of this position. In addition, I have a valid IL driver’s license with a clean driving record and agree to have a criminal background check. I also understand employment is subject to a 90-day introductory period.

Applicant Name: _____

Date: _____

Applicant Signature: _____

4/9/2018 SW