



Office Manager & Executive Assistant to Executive Director

Visit Lake Norman is a non-profit organization dedicated to positively impacting our local and regional economies through tourism. We are committed to generating economic benefits for our towns of Cornelius, Davidson, and Huntersville by bringing national and regional events to the area and by marketing our destination to the broadest base of potential visitors possible. Visit Lake Norman is the destination marketing leader of the Lake Norman region, representing all communities through the promotion and development of our resources for the maximum economic benefit of our towns, businesses, and residents.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This position provides principal administrative support to the Executive Director, and serves as liaison to voluntary leadership. Position serves as Office Manager overseeing daily operations, accounting, and budget management. Works fairly independently, performs clerical duties and administrative tasks, maintains a cohesive working relationship with all Visit Lake Norman personnel to ensure a unified and effective promotional effort.

Responsibilities include but not limited to: Liaison to Lake Norman towns, restaurants, hotels, venues, vendors, and businesses on behalf of the organization and the Executive Director. Maintains a well-informed, working knowledge of the area attractions, lodging, dining and services available in the area to visitors and acts as a liaison between these entities and the visitor. Supervise Volunteers (12-15) and Intern(s). Responsible for scheduling, visitor center coverage, training, reporting, and recruitment. Research, create, and compile monthly and annual performance, visitor, and financial reports. Schedule, prepare informational packets and reports, set-up room and caterer for monthly Board of Directors meeting. Prepare agenda and minutes, and maintain contact list. Prepare written communication documents including newsletter articles, press releases, advertising, media quotes, task/project summary and proposals, webpage content management, flyers, handouts, presentations, memos, invoices, letters, invitations, reports, forms, etc. Register staff for conferences and make travel arrangements. Responsible for all bookkeeping including payroll, taxes, accounts payable and receivable, filing, vendor contracts and negotiation, preparation of monthly and quarterly financial reports, petty cash, Visitor Center cash till and receipts, bank reconciliation and verification, payments, interest income and revenue, and annual audit preparation. Responsible for human resources functions and recruiting process including benefits contracts and enrollment, payroll, and job description maintenance. Oversee daily office functions and operations including office supply inventory, hardcopy and electronic file systems, office and personnel policies and procures documentation and management, photocopying, postage meter, and sorting incoming mail/deliveries. Research and place purchase orders, technology equipment and software requests; and works with and builds relationships with associated vendors and venues. Maintain and create/write web pages, evaluate reports, and weekly content management on Visit Lake Norman webpage, and North Carolina Extranet. Also may be called upon to assist with other computer related issues.

Required Skills/Qualifications:

- Four-year degree in communication, marketing, sales, business, or related field; or equivalent experience. Minimum of 7-10 years administrative experience in corporate and/or not for profit institution, and supervisory experience.
- Demonstrated written and verbal communication and customer service skills. Prefer marketing, sales, and retail experience; and knowledge of the Lake Norman area.
- Precise, analytical approach to work tasks and other assignments. Able to multi-task effectively with a personal commitment to excellence, professionalism and creativity. Must be disciplined with a meticulous attention to order and detail.
- Demonstrated diplomatic skills and cooperation in a team environment, and work independently.
- Proficient in Microsoft Excel, Outlook, Word, Publisher, Power Point and Internet search engines. Familiar with QuickBooks 2009, Adobe Illustrator, PageMaker, or Acrobat. Webpage experience preferred.
- Ability to work in a fast-paced environment and learn quickly. Able to quickly learn industry related information.

More information is available at www.visitlakenorman.org. Submit your cover letter, and resume to:

Visit Lake Norman
19900 West Catawba Avenue, Suite 102
Cornelius, North Carolina 28031
704-987-3300 (phone) / 704-892-5313 (fax)
Email: ashworth@lakenorman.org