

VISIT MISSISSIPPI GULF COAST

Job Title:	Administrative Assistant
Reports To:	Executive Administrative Assistant
Summary:	Provides clerical support to all departments of Visit Mississippi Gulf Coast with coordination for all special events, shows/exhibits, tours and services, as well as, responsible for carrying out duties such as greeting visitors, determining nature of visit, answering routine questions, and directing incoming calls to appropriate staff. May also include switchboard operation and light clerical duties.
Duties & Responsibilities:	<p>Answers and routes incoming telephone calls</p> <p>Greets and provides service to clients and visitors</p> <p>Distributes incoming mail to staff</p> <p>Maintains orderliness of reception area, conference room, stocks brochure rack in reception area with promotional publications and brochures</p> <p>Performs general clerical activities as needed including postage and shipping tasks</p> <p>Process requests for information, including stuffing envelopes, creating mailing labels, faxing information</p> <p>Maintains telephone system, hardware and software</p> <p>Provides instructions to staff on the use of voicemail system; adds new staff members to voicemail system</p> <p>Updates all staff home addresses, telephone numbers, birthdays, and anniversaries</p> <p>Coordinates holiday and thank-you card mailings</p> <p>Handles purchasing of office supplies necessary for daily office facilities</p> <p>Enter visitor information in the CRM</p> <p>Assist with updating information on the website including checking for grammatical errors</p> <p>Search for new attractions, restaurants, etc.</p> <p>Enter event surveys into Survey Monkey</p> <p>Contact vendors for updated brochures</p> <p>Compile lists such as "Dog Friendly" restaurants, restaurants that serve "Alligator" on the menu, primitive camping sites</p> <p>Performs general administrative functions and assists department</p>

head and staff in day-to-day operations of the department

Assists sales and services staff with registration booth set-up, pre and post mailers, etc. for all tradeshows/exhibits, and cooperative ventures and events

Assists the sales and services staff in all arrangements to be completed for sales blitzes, direct mail, and all other marketing campaigns

Inputs hotel responses for tentative business into the database and creates bid books

Assembles bags for tour groups coming through the gulf coast

Assists Group Services Manager in servicing groups coming to the Mississippi Gulf Coast

Generates/prints sales correspondence, as requested by sales Managers

Maintains physical and computer files for department correspondence/projects

Gathers appropriate statistics and data to fulfill information requests

Works with the Marketing Department and sales staff to keep group sales information updated in database, website and publications – some knowledge of websites is required

Creates various reports, utilizing database(s)

Performs other related duties as required

Requirements:

Able to use and understand the telephone system, as well as computer and office equipment.

Good oral and written communication skills

Able to deal effectively with the public

Good organizational skills; detail-oriented; ability to multi-task

Professional appearance

Knowledge of the convention/tourism industries a plus

Excellent knowledge of office computer software

Ability to quickly learn industry related computer software

Strong customer service and business etiquette skills

Good organizational skills and ability to multi-task

Assist where needed