



City of Irving Job Description

CVB Office Manager

FLSA Status:	EXEMPT	Job Department:	Irving Convention & Visitors Bureau (ICVB)
Job Code:	11631	Reports To (Job Title):	Assistant Executive Director - Finance & Administration

PURPOSE

Provide principal administrative support to the ICVB Executive Director and Assistant Executive Director/Administration. Serve as liaison and support for the ICVB Board of Directors and its committees/task forces. Responsible for all ICVB Board of Directors materials and activities, including board packets, agenda postings, meeting minutes, event details, ticket coordination and travel needs. Supervise ICVB receptionist and coordinate office staffing needs for each department. Responsible for standard office management needs, filing of agenda items, contract logs, RFP process coordination, timecard entry and payroll. Participate as ICVB representative for key community organizations and priorities. This position serves as coordinator for the Visitor Information Volunteer Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Coordinate postings as required by city policy for Board of Directors & Board Committee meetings, and other Board activities agendas.
- Work with Irving Convention Center and local hotels for Board meeting logistics and food & beverage needs; Review and process contracts for approval.
- Assemble Board of Directors and Committee meeting packets and produce electronic final booklet.
- Attend Board and Committee meetings; Produce minutes and distribute as required by city policy.
- Act as Board of Directors point-of-contact / liaison.
- Assist incoming and outgoing Board members with appointment and term process.
- Coordinate and produce meetings and events for ICVB, including mailing lists, invitation RSVPs, food and beverage, speaker, gifts and entertainment.
- Provide support as needed for project management reports and presentations for ICVB initiatives.
- Prepare and post agendas for all board and committee meetings.
- Develop, administer, maintain and monitor Visitor Information Volunteer Program.
- As required, maintain and/or distribute electronic archives of Board data, as well as, the master roster of Board members.
- Assist with scheduling requests/calendar management for CVB Executive Director and the Assistant Executive Director – Finance & Administration, including event registration, travel requirements and fulfilling appointment requests.
- Prepare and maintain files and correspondence for CVB Executive Director, Assistant Executive Director – Finance & Administration, and the Board as needed.
- Coordinate administrative support and project and staffing needs for ICVB and assign personnel accordingly, including review of leave/vacation requests for administrative staff supervised by other staff members to assure sufficient staffing levels are available.

- Coordinate the JEWELS (Jubilant Empowered Women Evolving into Leaders) program, which was created to develop and mentor the administrative support staff team by assisting in their career and personal development.
- Process payroll and maintain payroll files; Maintain, distribute and monitor petty cash; Reconcile monthly.
- Manage logistics and budget for monthly Board meetings and process invoices for payment.
- Monitor, manage and process invoices for payment for Industry Hospitality Annual meeting and other ICVB events as required.
- Convert database information into spreadsheets or mailing lists for large events.
- Produce agenda item folders for City Council to the City Secretary's Office as required and maintain AA/LSR log updates.
- Maintain Certificate of Insurance information; Track and record employee service awards.
- Assist with Legal Services Request (LSR) for special events.
- Coordinate records management with City Secretary's Office (CSO).
- Manage assigned department staff members, including organizing, monitoring, evaluating work, and participating in hiring and discipline; Manage a team of volunteers serving large numbers of visitors, clients and conference attendees.
- Conduct and coordinate special training classes for ICVB and ICC administrative staff.
- Ensure internal and external customer service is met at an excellent standard; Assign tasks, monitor front desk duties, and evaluate performance, Assist external and internal customers (callers, walk-ins, and staff).
- Assist with resolution of on-site external customer complaints.
- Assist ICC staff on any ICVB office-related issues; Assist Accounting Director with accounting-related duties, including input of accounts payable information (DDR's).
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Serve as liaison for ICVB and ICC administrative staff.
- Assist CVB Executive Director with presentations and outgoing correspondence.
- As needed, order plaques and recognition awards, and prepare purchase / check requests.
- Maintain contract management logs and files according to policy; Assist with gathering and submitting information for city monthly and quarterly Performance Management Framework reporting.
- Stay abreast of Irving Convention Center and Toyota Music Factory events/schedule.
- Represent CVB Executive Director as liaison to various community organizations and report information as needed; i.e., Irving Salvation Army Council, Jack E. Singley Academy Hospitality Program Advisory Council.
- Provide assistance to the other administrative team members in the case of absences or excessive workload to further the overall mission/objectives of the Bureau.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise over 30 volunteers.

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 1 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop, administer, monitor and coordinate budget for various segments of the administration department – current fiscal year budget accountability is \$69,500.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelors' Degree in a related field of study

EXPERIENCE

- At least three (3) years of increasingly responsible related experience, including two (2) years of administrative and supervisory experience

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- Notary Public Commission is *preferred*.
- Certified Meeting Professional *preferred*.

KNOWLEDGE OF

- Event Coordination: Planning, logistics, and scheduling for functions with multiple stakeholders.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the MS Office Suite and Adobe DC.
- Office Systems: Administrative / clerical procedures and systems such as word-processing, filing and records management systems, form design principles, and other office procedures.
- Industry-Specific Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as the ICVB database system; project management and accounting software programs; Simpleview, Banner, MinuteTraq.
- The intra-city organizational structure and dynamics.
- Volunteer Management / Collaboration: Training, motivating, and overseeing volunteers and interns, and working with other volunteer organizations and Board of Directors, and recognizing their unique dynamics.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Dictation: Methods of dictation, dictation recording and meeting minutes taking / transcription.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.

SKILLS AND ABILITIES IN

- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Project Coordination: Producing and maintaining a project management timeline and reporting to management.
- Process Optimization: Managing processes that are thorough and efficient and performing on-going process reviews.
- Team-Building / Collaboration: Establishing cooperative working relationships with all levels of employees; effectively building consensus, develop trust, and achieve results with a diverse range of people.
- Functional Supervision: Motivating, developing and directing people as they work.
- Mechanical/Technical: Safely operating diverse equipment, including office machinery.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action..
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- System Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Service Orientation: Actively looking for ways to help people.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Self-Management: Working independently and with minimal supervision, which includes taking initiative when appropriate, as well as, following through and staying focused on tasks.
- Maintaining Current Knowledge: Reading, analyzing and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Persuasion: Convincing others to approach things differently.
- Teaching: Conveying new concepts and confirming comprehension by listener, which includes developing and training others, as well as, identifying growth opportunities.
- Training & Direction: Effectively guiding and critiquing adult learners.
- Reading Comprehension: Reading and interpret documents.
- Negotiation and Conflict Resolution: Bringing others together to reconcile differences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand.
- Time Management: Managing time wisely by identifying, setting, and meeting deadlines.

GUIDANCE RECEIVED

Accepted Methods and Procedures

Broad supervisory direction, seasoned knowledge, accepted methods and procedures, and stated policies guide completion of assignments and decisions made. Makes recommendations to superiors about moderately complex issues and procedural changes.

CONTACTS

Internally, this position interacts daily with all levels of ICVB and Convention Center staff, and frequently has contact with other City Department Heads, City Secretary's Office (CSO), City Attorney's Office, and the City Manager. Externally, this position engages frequently with the ICVB Board of Directors, Mayor and City Council, and represents ICVB at various community functions and committees/councils; it has daily contact with external customers at Convention Center in ICVB office.

EQUIPMENT AND PROPERTY

This position utilizes a computer, tablet, smartphone, scanner, printer, copier, office phone & switchboard, office machinery, sound recording equipment, and/or a vehicle.

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.*

A complete range of movement/activity is required in the position including but not limited to: balancing, carrying, climbing, crawling, grasping/handling/feeling, kneeling, lifting (up to 25 lbs.), listening, pulling or pushing, reaching, running, seeing, sitting, standing, stooping, talking, walking, etc. Additionally, driving or riding in a vehicle, and flying in an airplane may be required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The typical work environment is an environmentally-controlled business office with weekday hours in the range of 7 a.m. to 7 p.m., with the potential for earlier mornings, later evenings and weekends. There are occasions when, in order to perform your job, you may have to work in a confining space, dirty environment, extreme temperatures or weather conditions, air contamination (strong odors, smoke, etc.), improper illumination, noise, etc.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.