Administrative Assistant

Explore Waterloo Region - Kitchener-Waterloo, ON

Kitchener-Waterloo, ON
Full-time, Permanent

Position Description:

The Administrative Assistant is a support position for the entire team.

This is a key position integral to the efficient operation of the organization.

Reports to the CEO.

Major areas of responsibility include:

- General office administration
- Simpleview (CRM) management
- Partner coordination

Specific Responsibilities of the Job

General & Administrative

- Manage inventory and ordering of office supplies
- Manage distribution and inventory of WRTMC collateral material
- Manage inventory of promotional items
- Manage airport rack stocking/picking up collateral from partners
- Oversight of payment system (Global Payments)
- Maintain phone system (welcome message and call forwarding)
- Collect, input and track data for the Event Impact Calculations
- Manage invites, responses, booking space and follow up for WRTMC events and meetings
- Assist with trade show registration and booth coordination
• Assist with organization of the photo library database Simpleview (CRM) Management

• Create accounts for new partners

• Keep current records up-to-date

• Enter and upload partnership agreements and assign tasks to team

• Ensure all appointments are entered prior to shows and follow up steps are input

• Ensure accounts and contacts are tagged appropriately

• Ensure hotel specifications and contacts are kept up to date (ie. Pet friendly, accessible, number of doubles)

**Partnership Coordination**

• Track partners’ advertising buys, collect ad materials, ensure delivery of buys and report ad performance to partners in CRM

• Follow up and gather partner listings, photos and ads

• Proof listings/ads and obtain partner sign off

• Contact partners regarding outstanding accounts adhering to accounting policy

• Send correspondence to new partners

• Assist with the planning and execution of familiarization tours/site visits for all markets

• Manage RSVPs

• Coordination of transportation, hotels, and meals including dietary restrictions

• Ensure necessary information is distributed to attendees and partners

• Ensure social media handles related to all partners involved in FAM are listed in CRM.

• Confirm itinerary with partners and guests prior to arrival

• Partner registrations for tradeshows

• Rates and availability checks with partners

**Required Knowledge, Skills, and Abilities**

• Proficient in Microsoft Suite – PowerPoint, Excel, Word, Outlook

• Proven communication skills (verbal and written)

• Customer service experience
- Demonstrated ability to multi-task and prioritize

**Education and Experience**

- Post-secondary education or equivalent combination of education/experience in office administration

- 2 - 3 years of experience in an administrative role

**Conclusion**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by jobholders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Job Types: Full-time, Permanent

Experience:

- administrative assistant: 2 years (Required)

Location:

- Kitchener-Waterloo, ON (Preferred)