

**Veterans Memorial Civic & Convention Center**  
**Job Description: Executive Assistant to the CEO and VPO**

**EMPLOYEE NAME:** \_\_\_\_\_

**SUPERVISOR:** Vice President of Operations

**FLSA STATUS:** Exempt, At-Will

**DEPARTMENT:** VMCCC

**EMP STATUS:** Full-Time

**Reviewed:**

**NORMAL WORK HOURS:** as the VMCCC is a 24-7 operation, work hours vary according to events held at the facility. This is a Full time position working a 40-hour week, hours will vary Sunday through Saturday depending on needed coverage

**General Purpose of the Job:** The Executive Assistant to the CEO and VPO holds the responsibility of front office management. Primary job responsibilities include calendar and email management for the CEO, answering phones, taking messages, sorting mail, serving as clerk for the board of trustees and foundation board, client invoices, accounts receivable, and managing hospitality cash bags. Additional responsibilities include box office support, gathering documents and scheduling meetings as needed by the CEO and VPO, and assisting the VPO with client relations, including giving client tours and scheduling events as needed. Additional responsibilities may be assigned as needed by the VPO and CEO. This individual serves as high-level administrative support for VMCCC directors, Board, and Civic Center Foundation and must understand the organization's mission, vision, funding sources, structure and be able to respond to public inquiries or questions.

**Essential Duties and Responsibilities** include the following. Other related duties may be assigned.

- Assist Director of Business Services, specifically Board Records, billing and accounting assistance.
- Box Office backup, secondary.
- Lead Customer reception to provide and promote positive customer service.
- Handle the day-to-day communications for the CEO in the organization.
- Individual serves as Administrative Assistant for both Trustees of the VMCCC and Foundation Board.
- Answers calls, takes messages, schedules meetings, writes letters or mails invoices.
- Opens and sorts mail, delivers it to the appropriate personnel, maintains incoming check log.
- Creates, proofreads reports and written documents for grammar, punctuation and spelling errors.
- Ensure proper records handling and retention by following prescribed procedures.

**Other Duties assigned:**

- Provide and promote good customer service.
- Adhere to all VMCCC policies and procedures.
- Perform other duties and responsibilities as assigned by CEO or VP of Operations of the VMCCC. These expectations are typically reserved for extremely busy days and is limited to smaller,

light duty tasks to enable other staff to do their duties to the fullest extent. These tasks include: helping run concessions, basic cleaning like picking up trash or sweeping, assisting patrons, and other light duty work. Generally, these other duties are only expected of an employee in addition to their regular work when all personnel are needed for those same tasks.

## **QUALIFICATIONS**

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 the essential functions. A seasoned experienced employee must be able to complete all tasks independently with minimal supervisory direction.

**Education and/or Experience:** Two- or four-year college degree required. An associate or bachelor's degree in business administration preferred. 3+ years as an executive assistant required. Experience managing the calendar and email of a director/executive strongly preferred. Experience recording minutes for executive-level boards/committees preferred.

**Language Skills:** Should possess exceptional communication skills with the ability to read, analyze and interpret documents and to effectively present information to various audiences. Must be proficient in English, involving knowledge and application of vocabulary, grammar, and sentence structure, as well as strong comprehension skills. Will be required to deal with the public in a professional manner.

**Mathematical Skills:** Must be able to calculate figures and amounts and apply basic algebra and geometry for analysis and tracking.

**Computer Skills:** Must be able to use the computer, navigate the internet, and use common software applications such as Microsoft Office. Ability to compose business emails. Needs to have a typing speed of 50+ words per minute. Experience with Quickbooks a plus.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may have to lift up to 50 pounds; capable of bending, balancing, climbing stairs, and lifting above head; wear proper attire and safety gear when needed; work variable hours, including weekends, evenings and holidays.

The Veterans Memorial Civic & Convention Center gives a preference in hiring to honorably discharged veterans of the United States Armed Forces.

## **EMPLOYEE:**

The above job description accurately reflects the current duties and responsibilities assigned to my position. I have had an opportunity to provide input into the creation of this job description. By signing this, I agree to perform all of the duties and responsibilities as outlined.

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EMPLOYEE SIGNATURE/DATE

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CEO SIGNATURE/DATE