

POSITION DESCRIPTION

Position Title: PT Administrative Clerk
Department: City Manager
Division: CVB
FLSA Status: Non-exempt/part-time
Retirement: KPERS
Date: August 15, 2022

GENERAL PURPOSE:

Provide administrative/general office support to the Convention & Visitors Bureau Department. Tasks include customer service functions and varied administrative work such as word processing, record keeping, invoice processing, filing, processing mail and website maintenance.

SUPERVISION RECEIVED:

Work is performed under the immediate supervision of the CVB Director with general guidance from the Tourism Services and Community Relations Coordinator.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: Important duties and responsibilities may include, but are not limited to, the following)

- Performs general and routine administrative and clerical duties to include answering phones, providing customer assistance, copying and faxing documents, filing, etc.
- Provides assistance for group tours, events and visitors looking for information and tour planning services in the City of Leavenworth. Responsible for answering inquiries from tourist groups, citizens and others and refers to appropriate person when applicable.
- Composes and edits/proofs a variety of correspondence which may include letters, memorandums, forms, reports, purchase orders, etc. requiring judgment as to content, accuracy and completeness.
- Compiles, retrieves, maintains and updates paper and electronic documents, files, reports, contact lists and other records within the department.
- Processes, sorts and distributes incoming mail; prepares and processes all types of outgoing mail.
- Delivers and/or mails Visitor Guides and Information Packets as requested. Maintain spreadsheet of Visitor Guide requests.
- Orders and maintains inventory of office equipment and supplies.
- Assists in maintaining updated information on all convention and tourism facilities, sites and pertinent data, to include familiarization with capabilities of all area hotels, motels, clubs, restaurants, recreational sites, attractions, etc.
- Updates CVB website and post Leavenworth events on various websites, including CVB's community calendar. Maintain/ update social media sites/pages.
- Prepares Calendar of Event Campaigns in Mail Chimp and send out Bi-weekly Event Calendar notices and maintain Contact Lists within Mail Chimp.
- Prepares and maintains welcome packets for tour groups, meetings, events and organizations as needed.
- Orders, stocks and maintains area brochures; coordination of incoming collateral to area attractions, hotels and visitor centers. Assists with upkeep of City Hall Kiosk and Riverfront Community Center Kiosk.

- Processes invoices through financial software system.
- Performs other duties as required or assigned.

PERIPHERAL DUTIES:

- May attend quarterly CVB committee meetings, assisting with preparation and taking minutes.
- May participate in convention bureau sponsored events as requested.
- May serve as a member on various department committees.

MINIMUM QUALIFICATIONS:

Education and Experience:

- (A) Graduation from high school or GED equivalent.
- (B) Minimum of one year experience in performing administrative or general office/clerical duties.
- (C) Must possess a valid driver's license at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy
- (D) Must be able to type a minimum of **35 WPM**. Typing test is administered at the Leavenworth Workforce Partnership Center
- (E) Extensive experience with computers and office equipment.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Leavenworth community and surrounding areas, to include area business and attractions.
- Business English, spelling and business math.
- Office practices and procedures and general record keeping procedures
- Working knowledge of website development/maintenance and social media posting.

Skills:

- Public relations and public speaking.
- Composing/preparing memos, reports and correspondence.
- Effective verbal and written communication skills.
- Skill in operating the listed tools and equipment.

Ability to:

- Function effectively with minimal instruction and changing priorities.
- Read, write and speak English distinctly and clearly.
- Effectively present information verbally, and in writing, to individuals or groups.
- Follow oral and written instructions.
- Maintain composure while working in a high traffic environment and able to multi-task and work independently, with little supervision.
- Deal professionally and courteously with the public; receive and process requests; establish and maintain effective working relationships with the public, departmental personnel and other City and County agencies/personnel.
- Make minor decisions in accordance with CVB Policies and Procedures and apply departmental policy in routine work procedures.

DESIRABLE QUALIFICATIONS

- (A) Two or more years' experience in a business, professional or governmental office performing a broad range of administrative duties.
- (B) Post secondary, Vo-tech, secretarial school or associates degree in tourism or closely related field.
- (C) Experience in the functions and support of a convention or tourism office.

