

JOB DESCRIPTION

POSITION:	Office Manager	SUPERVISOR:	President/CEO
FLSA STATUS:	Non-Exempt		

This job description is intended to be a guide by which you and the leadership of Bellingham Whatcom County Tourism (“BWCT” or “Bureau”) may measure your progress and ability to meet and exceed the duties as outlined in this job description.

The following should be considered an outline of your responsibilities and duties as an employee of BWCT, and not a detailed description of how all tasks should be completed.

POSITION SUMMARY

Under general direction of the CEO, the Office Manager staffs the daily operations of the Bellingham Whatcom County Tourism office located at 904 Potter Street, performs various clerical, maintenance, budget and fulfillment duties, and provides excellent customer service to the public.

ESSENTIAL FUNCTIONS/AREAS OF RESPONSIBILITY

- Work directly with Department Directors and CEO on invoices and budgets.
- Work with CEO to manage daily HR and other needs of the business.
- Work directly with BWCT Bookkeeper to ensure expenses are paid in a timely manner.
- Consistently promote Bellingham and Whatcom County’s communities, attractions, events, recreation, and other tourism-related businesses and services to visitors.
- Assist with opening, closing and coordinating maintenance of the Potter Street office location
- Coordinate and schedule staff and volunteers at visitor information locations throughout Bellingham.
- Assist with the supervision of volunteer interns.
- Maintain and research equipment and supplies.
- Inventory and distribute travel related materials, including BWCT branded collateral.
- Maintain open communication and support with all other office staff.
- Perform other related duties as required.

ESSENTIAL QUALIFICATIONS

The requirements and conditions listed below are representative of the minimum levels of knowledge, skill, experience, and/or ability required. Some requirements may be modified to accommodate individuals with disabilities.

Education and/or Experience:

- Experience with QuickBooks preferred.

Requires Knowledge of:

- Office operations, project, and time management principles, procedures, functions, and practices; recordkeeping; mathematics; English composition and grammar.
- Operate office equipment and proficiency with Microsoft Office applications (especially Excel)
- Reading and executing business financial reports (such as Profit and Loss Statements, Accounts Receivable)
- The field of assignment is sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in this job description.
- Computer operation and proficiency using Microsoft Office, specifically Excel.
- Safety and security precautions, standards, policies, and procedures.

Requires the Ability to:

- Plan, prioritize, coordinate, organize, analyze and evaluate services. Develop ways to identify, improve and promote efficient systems and processes.
- Apply sound judgment, analytical and problem-solving techniques to make reasoned, timely and consistent decisions. Facilitate effective problem resolution.
- Use tact, discretion, respect, persuasion, diplomacy and courtesy to gain the cooperation of others and establish and maintain effective teams and working relationships and rapport with management, co-workers, employees, representatives of other entities, and diverse members of the public.
- Listen attentively and communicate effectively, both orally and in writing, with individuals and groups in clear, concise language appropriate for the purpose and parties addressed, including preparing and making presentations and preparing or directing preparation of comprehensive reports, materials and correspondence.
- Organize, prioritize and coordinate work assignments within tight deadlines. Work effectively in a multi-task environment. Take appropriate initiative. Apply good judgment, creativity and logical thinking to obtain potential solutions to problems. Develop ways to improve and promote efficient work methods.
- Be attentive to detail, maintain a high degree of accuracy and organization, make basic mathematical calculations, check data, and prepare and review material in reports and correspondence. Recognize, resolve and correct discrepancies in data or information.
- Initiate, compile, compose and/or edit correspondence, records, narrative, and statistical reports and other documents.
- Maintain current knowledge for assigned areas and adapt to new technologies, keeping technical skills up to date.
- Proficiently operate office equipment. Type accurately and proficiently.
- Communicate effectively with co-workers and the public.
- Work independently and make appropriate decisions.

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

- Follow safety policies, practices, and procedures.
- Work in an office or meeting room setting. Sit or stand for long periods of time.
- Attend meetings or perform duties outside normal office hours.
- Distributing collateral to partners across Whatcom County will sometimes be required.
- May occasionally lift and carry items weighing up to 25 pounds.

Employees of BWCT are expected to maintain a professional image and attitude consistent with our vision, mission, and objectives. Employment with BWCT will be in accordance with our “At-Will” policy. This means that just as you may leave your position with BWCT at any time, BWCT may terminate your employment at any time.

The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload. At its sole discretion, BWCT may consider combinations of education, experience, certifications, and training in lieu of specifically required qualifications contained herein.

BWCT’s objective is to provide equal opportunity in all terms, conditions, and privileges of employment for qualified applicants and employees without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, or status as a covered veteran.

HIRING PROCESS

- Submit your cover letter and resume via email to dylan@bellingham.org by Sunday, April 14th.
- Please direct all questions to BWCT President/CEO, Dylan Deane-Boyle.
 - Email: dylan@bellingham.org
 - Phone: 360-671-3990 x209