

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: EXECUTIVE OFFICE MANAGER	Team: G&A
Reports to: Chairman/CEO & President/COO	Status: Full-Time, Exempt

Summary:

Manages the day-to-day operation of the See Rock City, Inc. executive office. Responsible for multiple general management functions for the organization. Provides administrative support to the Chairman/CEO & President/COO and other directors & managers as needed.

Responsibilities:

- Provides administrative support to the company Chairman/CEO and President/COO including, but not limited to, maintaining files, managing daily correspondence, scheduling appointments and meetings.
- Ensures excellent guest service in all aspects, both internally and externally.
- Models appropriate guest and partner interaction at all times, displaying the values of the Culture of Excellence and leading in a manner that serves as an organizational model for the values.
- Ensures smooth, effective and efficient operation of the executive office.
- Coordinates logistics, schedules, and keeps minutes for See Rock City, Inc. Board meetings.
- Provides administrative support to other directors/managers as needed.
- Performs regular Manager-on-Duty (MOD) shifts and serves as a member of the Crisis Response Team.
- Coordinates processes and compiles data necessary for commercial insurance renewal (non-benefits insurance). Manages insurance claims involving guest incidents as well as Company property losses. Serves as the key liaison to commercial insurance broker.
- Manages company vehicle registration renewal, insurance, approved drivers.
- Responsible for overseeing leases for company owned rental property including renewal of leases upon expiration, screening new potential tenants, insuring rents are received monthly, working with current tenants to resolve any concerns/problems with property leased.
- Maintains sign file for all company owned signs.
- Responsible for creating/maintaining Archives of Company memorabilia.
- Serves as correspondent for all web site inquiries. Replies when applicable, forwards to appropriate party, director and/or manager for action when needed.
- Assists with invoice coding and processing, as well as expense reporting.
- Generates and provides various reports to the Chairman/CEO, President/COO and others. Aggregates, collects, and assembles data from various sources (internal/external) in a comprehensive, understandable, and practical manner.
- Assists occasionally, as needed, in covering the Hospitality Ambassador desk, answering incoming calls and responding to in-person guest and partner inquiries.
- Adheres to organizational processes and procedures, ensuring these are consistently followed at all times.
- Performs other duties as assigned by management.

Qualifications:

- Minimum four (4) years directly related experience required.
- Bachelor's degree preferred; equivalent combination of education and experience considered.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; read and analyze business correspondence; to develop and write reports.
- Possesses an outgoing, friendly personality and the desire to provide quality service to internal and external customers.
- Excellent written and verbal communication skills with the ability to convey a conservative and professional image to partners and guests.
- Superior attention to detail.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.

- Ability to read and analyze financial reports, including Income Statements, Balance Sheets, P&L, and related information.
- Possess a current driver's license.
- Notary Public in the state of Georgia, or ability to obtain appointment as such.
- Must be highly proficient in Microsoft Office Suite, including Word, Excel, and Outlook.
- Ability to multi-task and manage time effectively.
- Demonstrated ability to work independently, with minimal supervision, to bring tasks/projects to completion on time.
- Ability to provide a flexible schedule to work nights, weekends, holidays and special events as necessary.