



JOB DESCRIPTION

Title: MARKETING ADMINISTRATIVE ASSISTANT	Team: Marketing
Reports to: Digital Marketing & E-Commerce Manager	Status: Full-Time, Non-Exempt

Summary

As a key member of the Marketing Team, the Marketing Administrative Assistant is responsible for the day-to-day operations of the marketing office. Under the direction of the Digital Marketing and E-Commerce Manager, the Marketing Administrative Assistant is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- 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.
- Codes, approves, routes for approval, and processes all invoices with corresponding managers.
- Provides administrative support to the marketing team.
- Answers incoming calls to the Marketing Office and other correspondence in a timely and consistent manner.
- Works in tandem with the Marketing Coordinator, keeping communication and shared data and processes current under the direction of the Digital Marketing and E-Commerce Manager.
- Ensures smooth, effective, and efficient operation of the marketing office.
- Assists Director and marketing team with key vendors, media, and other key resources.
- Processes expense and credit card reports including tracking receipts for the Marketing team members.
- Assists with orders and fulfillment of marketing assets/collateral for brochure leads with key vendor.
- Enters creative services jobs into various systems and spreadsheets for efficient tracking, creative work assignments, and reporting.
- Maintains digital filing system of invoices, expense reports and correlated contracts to maintain accuracy on budget spreadsheet and cash flow reporting.
- Reviews contracts and invoices to cross-check against trial balances and maintain accuracy on budget spreadsheet and cash flow reporting.
- Adheres to organizational processes and procedures, ensuring these are consistently followed at all times.
- Serves as back-up coverage for social media if needed.
- Participates in marketing team special projects, as needed.
- Performs other duties as assigned by management.

Qualifications

- Minimum two years related experience required; experience in tourism/hospitality preferred, experience in multi-site and/or multi-brand setting a plus.
- 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 professional image to partners and guests.
- Excellent computer skills with proficiency in Microsoft Office Suite (including Outlook, Word, Excel.) Prior Basecamp or similar project management software experience preferred, but not required.
- Superior attention to detail.
- 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.

- Ability to multi-task and manage time effectively.
- Must be able to travel occasionally.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 25 pounds. Required to walk, stoop, kneel or crouch frequently. Required to walk trail regularly.