

**Job Title:** Administrative Assistant  
**Job Category:** Hospitality & Tourism

**Status:** Part-time  
**Reports To:** Sales and Services Manager

### **POSITION SUMMARY**

The primary role of this position is to provide administrative support to the Ruston- Lincoln Convention & Visitors Bureau. Hospitality initiatives and providing excellent customer service are a top priority.

### **ESSENTIAL FUNCTIONS**

#### *Reasonable Accommodations Statement*

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### **Essential Duties and Responsibility Statement(s)**

- Serve as first impression specialist and provide excellent and friendly customer service to all CVB and Chamber of Commerce visitors.
- Greet and assist visitors to the office by providing helpful information concerning all the resources that Ruston and Lincoln Parish offer.
- Performs the clerical duties of the office such as typing, filing, record keeping, and report generation as needed.
- Answer/direct incoming phone calls, requests, and inquiries for both the Convention & Visitors Bureau and the Ruston-Lincoln Chamber of Commerce in a prompt and efficient manner answering the questions if possible, and/or taking messages for follow-up.
- Manage the visitor services of the CVB office: Maintain all brochures, maps, magazines, and other literature for visitors in an organized and efficient manner, keep reception area and board room orderly and clutter-free, log inventory of all visitor guides and promotional items.
- Prepare materials such as welcome bags, brochures, etc. for events held within our area.
- Sort and distribute mail to an appropriate staff member.
- Coordinates all communication follow-up with leads received from marketing efforts in a timely and organized manner.
- Assists Director of Marketing with data entry, reports, and website updates.
- Assume additional responsibilities as assigned by the President/CEO, Director of Marketing, or Sales and Services Manager.

### **POSITION Requirements Competency Statement(s)**

- Minimum of 2 years' experience
- High school diploma, college degree preferred
- Ability to perform routine clerical duties
- Excellent verbal and written communication skills
- Strong organizational, planning, productivity, and time management skills
- Strong prioritization and problem-solving skills
- Research and analysis
- Strong customer service and interpersonal skills
- Ability to work flexible hours, including occasional weekends
- Familiarity with Lincoln Parish and surrounding areas
- Proficient in Microsoft Office
- Phone etiquette