



## **Senior Administrative Assistant**

### **SMTT Overview**

Santa Monica Travel & Tourism, Inc. is a non-profit, non-member organization governed by a board of 11 community individuals. SMTT is the official travel and tourism promotion agency for the City of Santa Monica. It is our job to promote Santa Monica and encourage visitors to stay longer and enjoy more of what our destination has to offer. SMTT operates four (4) locations: Visitor Information Kiosk in Palisades Park; Visitor Information Center at the Santa Monica Pier; Visitor Information Center on Main Street; and a Mobile Information Vehicle. For more information, please visit [www.santamonica.com](http://www.santamonica.com).

### **Position Overview**

The Senior Administrative Assistant has cross departmental responsibilities that include general administrative support, checking/distributing the mail, managing complex calendars, scheduling meetings with partners via phone and email, registering for events, travel reservations, general administrative support as directed. We are seeking someone to grow their career with our organization!

### **Responsibilities**

- Temporarily remote position due COVID-19 compliance issued by the LA County Department of Public Health however, this employee may be expected to go to the office space and will eventually be in office full time.
- Provide general support to senior management across departments.
- Act as a liaison between clients and executives.
- Be the communication link between the employees and executives, coordinate the everyday calendar of senior managers, planning events and appointments with customers/clients.
- Represent executive management while making sure that the business operations are running smoothly.
- Responsible for recording, transcribing and keeping clear organized minutes at SMTT meetings – Board/TMD and any other one-off meetings.
- Parking management of Santa Monica City parking and at the on-site building which includes securing passes for staff, having parking validations and processing monthly invoices.
- Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics. Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
- Welcomes guests and customers by greeting them, in person or on the telephone, answering or directing inquiries.
- Maintains customer confidence and protects operations by keeping information confidential.
- Provides historical reference by developing and utilizing filing and retrieval systems, recording meeting discussions.

- Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies.
- Contributes to team effort by accomplishing related results as needed.
- Heavy offsite, onsite and virtual meetings (setup/tear down), appointments, calendaring, etc.
- Event Support: scheduling, staffing events, maintaining contact lists, draft and send electronic event invites, etc.
- Professionally drafting letters, reports, PowerPoint presentations, PDF's and more.
- Work daily in a database and run regular ad-hoc reports.
- Checking and distributing mail for the organization.
- Manage office key inventory.
- Develop and maintain a filing system.
- Book travel arrangements for senior management, processing payments, adding to calendars, etc.
- Registering senior management for events including hotel, airfare and event registration.
- Submit and reconcile expense reports on behalf of senior management.
- Expected to make deliveries, pickups, etc. as needed.
- Managing electronic files, spreadsheets and print binders with contract, trademark, legal documents and additional general information.
- Must be flexible – an ability to work well in an environment where needs and priorities are subject to revision.
- Must be a self-starter with a team-player attitude.
- Assists with the evaluation of administrative problems and procedures and recommends solutions and/or prepares reports with alternative methods of procedures to the responsible authority. In addition, the AAll may participate in meetings and planning sessions to facilitate inter-office and intra-office communication, cooperation and information.
- Provides technical support and training in office technology in such areas as telephones, voicemail, e-mail, computer programs and databases and file maintenance operations to other personnel.
- Assumes primary responsibility in the preparation of Board of Governors and Board Committee agenda items, memorandum, and reports of other documents.
- Performs other similar or related duties, which may not be specifically included within this position description, but which are consistent with the general level of the job and the responsibilities described.
- Coordinates administrative procedures and/or programs within the office or unit to which the position is assigned.
- Assumes primary responsibility for conducting and/or overseeing special projects, as necessary.
- Oversees the flow of information regarding the department to the general public or internal constituents and acts as a resource to the staff for non-routine or sensitive inquires and/or requests.
- Discretion, dependability, attention to detail, thoughtfulness, and exceptional work presentation are a must.
- Excellent organizational and interpersonal skills.

- Must be able to multi-task and prioritize to ensure that all assignments are completed in an accurate and timely manner.

### Requirements

- 5-7 years' experience with proven job stability.
- Excellent time management skills and ability to multi-task and prioritize work.
- Excellent written and verbal communication skills.
- Strong organizational and planning skills.
- We utilize MAC operating systems, you must be proficient, along with MS Office, database, etc.
- This position requires reaching and bending while cleaning and stocking.
- Must be at least eighteen (18) years of age and possession of a clean driving record.
- This is an at-will position. As an at-will employer, either SMTT or the employee may terminate the employment relationship at any time, for any reason, with or without good cause or advance notice.
- Physical demands and the work environment described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to engage staff with disabilities to perform essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk and reach with arms and hands. Must be able to lift 50 lbs. and perform repetitive motions 50% of the time.
- ***We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, age, sexual orientation, gender identity, or other protected characteristics.***

### How to Apply:

To apply please email your cover letter, resume and salary requirements to [employment@santamonica.com](mailto:employment@santamonica.com) with the subject line **SNR2021**.

You will not be considered for employment if you fail to follow the application instructions. We do not accept phone calls, walk-ins or emails.