

Worcester County Job Description

DEPARTMENT: TOURISM and ECONOMIC DEVELOPMENT
JOB TITLE: OFFICE ASSISTANT IV
SALARY/GRADE: GRADE 12/STEP 1 \$17.22 HOURLY/\$35,818 ANNUALLY –
GRADE 12/STEP 10 \$21.48 HOURLY/\$44,678 ANNUALLY

*Pay is based on qualifications and may be higher than what is listed

JOB SUMMARY: Under the leadership of the Director of Tourism and Economic Development, this individual performs complex administrative support functions for the Department.

GENERAL REQUIREMENTS:

- Pre-employment background check
- Normal schedule is Monday-Friday 8:00am-4:30pm
- Required to work in the office
- May be required to work evenings or weekends for events, conventions, or trade shows occasionally

DUTIES AND RESPONSIBILITIES:

- Acts as administrative assistant for the Department
- Maintains presence in the office during regular office hours and is available to greet guests and provide visitor information about the county in the welcome area- keeps brochures and materials current in the racks at the welcome lobby
- Answers and directs telephone calls and inquiries, directs inquiries to appropriate individuals
- Communicates with departments and agencies within the County and State on a regular basis
- Duplicates handouts & reports for meetings and seminars
- Maintains copier and orders supplies for the Department
- Responsible for taking, preparing, and transcribing minutes as needed
- Performs general clerical duties including typing and reports
- Processes billing, accounts receivable and timesheets for the Department
- Maintains and orders office supplies for the Department
- Distributes incoming and outgoing mail
- Oversees the processing of ad leads and bulk mailings- ensures timely delivery of Visitors Guides with Welcome Center Staff
- Maintains brochures and assists in proofreading, editing and reprinting of the Worcester County Visitor's Guide as well as MDs Coast Brochures and Rack Cards
- Maintains mailing lists and databases
- Responds to general public requests for written materials
- Attends meetings as necessary
- Assists with State Grant reporting- helps prepare and submit qualifying expenditure and reimbursement reports/requests, ensures proper invoices are generated to receive grant funds
- Assists Director with annual Economic Development and Tourism budget preparation- meets monthly with director to review budget/expenditures
- Prepares monthly electronic newsletters for Economic Development (Choose Maryland's Coast) and Tourism (Visit Maryland's Coast) and manages e-news database
- Assists with website updates and adds/approves county wide events as submitted from the town partners
- Participates in monthly Tourism/ED Town talks- provides follow up and updates to our town partners
- Assists town partners with their allocated advertising grants
- Pulls data and analytics and builds & distributes reporting on findings- Monthly Metrics Reports
- Assists other departments with duties on committees, graphic communication, and other items as needed
- Coordinates department-based events and programs such as quarterly MDs Coast Mixers and Job Fairs
- Schedules and maintains events, meetings, other items on office calendar
- Supports Economic Development Advisory Board (EDAB), Tourism Advisory Board (TAB) and Regional Workforce Partners (RWP), communicates with members, schedules committee meetings, takes minutes etc.
- Complies with Worcester County Personnel Rules & Regulations.
- Complies with safety programs, policies, and works safely
- Ensures confidentiality of information and records and complies with record retention schedule
- Performs related duties and responsibilities as assigned by the Director of Tourism and Economic Development.

QUALIFICATIONS AND SKILLS:

- High school diploma plus a minimum of 5+ years of experience
- Professional, personable demeanor and appearance
- Ability to work effectively with little supervision and minimal direction
- Self-starter that takes initiative and has a sense of urgency
- Works effectively and cooperatively with all members of team, willing to assist with various projects for team members as needed.
- Must have exceptional oral and written communication skills necessary to promote a professional and personable relationship with coworkers and the public
- Able to establish and maintain harmonious working relationships with staff and the public using tact, discretion, sound judgment, and professionalism
- Able to communicate effectively in writing and verbally with staff and the public
- Able to perform work correctly, accurately, and consistently
- Able to create and maintain spreadsheets with formulas
- Able to compose confidential and non-confidential correspondence and maintain confidentiality
- Able to follow verbal and written instructions; keep records and logs; complete written forms accurately
- Able to apply acquired knowledge to increasingly varied and complex tasks
- Able to meet deadlines timely
- Able to follow directions
- Able to work effectively with little supervision and minimal direction
- Able to work in a fast-paced environment with interruptions
- Able to maintain the highest confidentiality of personnel related information
- Able to prepare reports and analyze data as required
- Experience with social media platforms preferred
- Proficient typing skills to produce an accurate typed document correctly formatted in a timely fashion
- Experience with New World and Docuware preferred
- Experience with Microsoft Word, Excel, Publisher and PowerPoint
- Must have a team-oriented work ethic and ability to collaborate

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (>75% of the time)

Medium Work; Constant viewing, hearing, talking, and lifting up to 10lbs; Frequent standing, carrying, pushing, pulling, walking and lifting and moving of objects up to 25lbs; Rarely up to 50lbs. Ability to go up and down stairs. May need to attend events inside or outside. Working outside may involve heat, humidity, noise, poor ventilation, slippery and uneven surfaces, weather, and vibration.