

JOB TITLE: Administrative Support Coordinator

SALARY RANGE: \$ 39,000.00 - \$47,000.00

OPENING DATE: September 1, 2023

CLOSING DATE: September 15, 2023

START DATE: October 1, 2023

OFFICE HOURS: Monday – Friday 8:30 AM – 5:30 PM

JOB SUMMARY

Under general supervision, the Administrative Support Coordinator is responsible for performing a variety of professional and/or technical duties in a staff capacity supporting the administrative duties and event activities of the River Walk Operations department. They also help the public regarding River Walk Operations.

ESSENTIAL JOB FUNCTIONS

The person employed in this position will require administrative, light budgeting, and high-level organizational skills and event experience. They will report directly to the Event Managers and Director. This position initiates and executes the administrative activity of all specified events and operations and requires the ability to work at the events on designated weekends, holidays, and evenings per event needs.

RESPONSIBILITIES

- Responsible for supporting the administrative support, with the assistance of the Special Events Manager, for all events for VSA River Walk Operations. Examples include parades, Holiday Caroling, festivals, Artisan Shows, concerts, restaurant events and new events.
- Communicate and form great working relationships and great customer service with the team, vendors, sponsors, guests, and volunteers.

ADMINISTRATIVE DUTIES

- Work with staff and Accounts Receivable to submit and track sponsor and vendor invoicing and payments for all events and Artisan Shows.
- Coordinate correspondence, accounts, contracts, booking, ticket tracking, and billing for Artisan Shows, Holiday Caroling, and other named events such as Drift & Dine
- Aide in the development and submittal of specified events budgets if necessary
- Create and maintain all designated online event forms for website (e.g., Artisan page and Holiday Caroling registration)
- Submit all department event Payment Requests to Accounts Payables and all event invoicing to Accounts Receivables including Operator Holiday Chair invoicing and record this information on individual event trackers and expense monitoring forms.
- Assist in preparation of presentations/agendas for River Walk Advisory Committee and River Walk Operator meetings. Responsible for sending out meeting calendar invitations.
- Monitor and update inventory of boats, equipment, and event props.

- Obtain location to host special events, monthly River Walk Advisory Committee and Operator Meetings, and prepare agendas, packets, and type minutes of meeting afterwards.
- Submit employee payroll hours every two weeks, new hire information, and human resources related documents to SWBC. Maintain strict confidentiality on all salary and personnel information.
- Maintain the Operator email list as well as Vendor and Sponsor lists.
- Assists Sponsorship and Artisan Show staff by contacting past due accounts for payment and develops a specified schedule day to call each month.
- Set up, organize location, order meals or snacks, and communicate out for the driver meetings.
- Updates all required SimpleView information for all events, vendors, and member participation.
- Sets all event participant meetings on virtual platform and sends out meeting invites.
- Places all meetings for each event on staff calendars.
- Assists Director with COSA annual report.
- Places all yearly events on staff calendars.
- Creates event meeting agendas.
- Procures water/snacks for each event.
- Assists with sending the new events calendar to COSA annually.
- Oversees that staff puts back event supplies in appropriate storage areas and assists with maintaining the areas in an organized fashion.
- Coordinates scheduling of duck mascot, and ensures costume is cleaned.
- Provide support to Operations/Event staff in the ticket program for events as needed including researching issues on payments, verifying inventory (FHRP), as well as day of ticket sales.
- Manage office supplies and event supplies, order in timely manner (paper, pens, sodas, etc).

EVENT DUTIES

- Participate in evaluating program/event success, and report/document results to Special Events Manager
- May supervise event interns.
- Implement and execute event directives set by the Special Events Manager
- Work at all events with all staff
- Oversees updating all event checklists.
- Assists with stage management at each event as needed.
- Places all the music on USBs for each event
- Keeps At-a-Glances and float lineups updated for each event.
- Oversees check-in at Drift & Dine, VIP Party at FHRP, and Caroling.
- Develops the manifests and trains volunteers/staff.
- Gathers volunteer check-in supplies for each parade and other events.
- Attends all team meetings as required.

OTHER

- Responsible for providing event web content and/or updating websites.
- Required to make any reports for meeting in lieu of supervisory staff.
- Oversees Royalty and Royalty candidate program with donation tracking and event communications.
- Submits graphics requests to Marketing department.
- Gets van fixed, assists with checking out the VSA vans as needed. Gets gas back in them.
- May be required to attend & research events outside of VSA.

JOB REQUIREMENTS

- Graduation from high school or a General Education Development (GED) Certificate
- Valid Class 'C' Texas Driver's License
- Must be able to lift forty pounds.

PREFERRED QUALIFICATIONS

- Education: 4-year college degree preferred
- Software skills are required – Microsoft Suite, Canva, Adobe Creative Suite
- Light Bookkeeping skills – 1 or more years preferred.
- 2 years minimum experience as an administrative assistant or comparable experience
- Nonprofit experience – helpful
- Event experience – 1 or more years preferred.

APPLICANT INFORMATION

- If selected for this position, official transcripts, diplomas, certifications, and licenses must be submitted at the time of processing. Unofficial transcripts and copies of other relevant documents may be attached to the application for consideration in advance.
- Please be advised that if selected for this position, information regarding employment history as it relates to the qualifications of this position will be needed for employment verification. Applicants claiming military service to meet the experience requirement for this position may attach a DD214 to the application.
- Applicants selected for employment with Visit San Antonio in this position must receive satisfactory results from pre-employment drug testing and background checks. If required for the position, a physical, motor vehicle record evaluation, and additional background checks may be conducted.

PHYSICAL REQUIREMENTS

Physical requirements include visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard. Subject to sitting, standing, lifting, and walking to perform the essential functions. Must be able to assist with event supply loading/unloading. Working conditions are primarily inside an office environment.

This position is a fulltime position, subject to local travel and/or evening and weekend hours on an as needed basis. Visit San Antonio offers a competitive benefits package including paid holidays and annual leave, health & wellness plan options, and retirement plan options. Visit San Antonio is an equal opportunity employer. Applications from men, women, individuals with disabilities, veterans, and people of diverse cultural backgrounds are encouraged to apply.

To apply for this position, please send your application, resume, and cover letter to jobs@visitsanantonio.com