



## JOB DESCRIPTION

**Job Title:** Administrative Assistant  
**Department:** Administration  
**Report To:** Office/Human Resources Manager  
**FLSA Status:** Non-Exempt

### Position Overview:

The Administrative Assistant performs a wide variety of administrative functions to ensure the efficient day-to-day operation of the Administrative Office; as well as support the work of management and all departments. Deals with a diverse group of guests and visitors as well as internal contacts at all levels of the organization. Independent judgement is required to plan, prioritize and organize diversified workload, recommends changes in office practices or procedures.

### Principal Duties and Responsibilities (Essential Functions\*\*):

#### **ADMINISTRATIVE DUTIES:**

- Performs general office tasks including but not limited to: answering phones, taking messages, checking general voice mail, e-mail, monitoring fax machine, distributing mail, preparing mail for pick-up, and filing.
- Assists with maintaining office equipment including but not limited to copier, fax machine, postage machine, laminating machine, and phones. Arranges repairs as needed.
- Responds to phone, fax, and e-mail requests for information.
- Provides secretarial and administrative support to management and staff
- Completes all aspects of wholesaler vendor reservations ex. Shore Excursions Group and Tour Sales
- Writes business letters, reports, or memos as directed by senior management
- Prepares Bimonthly employee newsletter
- Assists with all aspects of shipments, including Tropical Shipping, USPS, FedEx and others
- Sort and distribute mail. Notify staff of packages to be picked up.
- Understands Coral World's insurance coverage, permits, and licenses. Must be able to assist when necessary with preparing applications and completing and distributing necessary documents to appropriate parties
- Assist with reporting and filing Incident Reports
- Assists Office Manager in updating office procedures manual and other company manuals
- Assists with special projects
- Prepares weekly group and cruise schedule.
- Prepares Monthly Inventory for office supplies.
- Assists with activities related to employee relations, e.g., Birthday/Anniversary Cards, Christmas Party
- Completes the lost & found report/log
- Fills in as Guest Services Associate and Reservationist as needed.
- Performs other administrative duties as needed.

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## **MARKETING DUTIES:**

- Performs all tasks related to the taxi driver incentive program.
- Performs all tasks related to the membership program including mailing/emailing out membership renewals each month.
- Assists with the preparation of marketing materials such as press kits and promotional mailings.
- Assists Marketing Director with other tasks as needed.

## **GROUP COORDINATOR DUTIES:**

- Coordinates group visits with teachers and camp counselors including making reservations and lunch arrangements.
- Enforces group guidelines of conduct throughout visit.
- Conducts orientation session with groups.
- Secures and maintains accurate count of the groups and informs Gate Cashiers and Guest Services Staff of the numbers.
- Performs all other tasks related to coordination of school, camp, and group visits.
- Assists with lunches

## **Supervisory Responsibility**

This position has no supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## **Physical Demands**

This is a largely sedentary role; however, while performing the duties of this job, the employee is required to sit; use hands to handle or feel; and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **Position Type and Expected Hours of Work**

This is a full-time position scheduled 5 days a week between Monday – Saturday to cover a 40 hour work week.

## **Qualifications & Skills:**

### **REQUIRED:**

- Some College
- 1-3 years office experience
- Excellent verbal and written skills
- Computer literate: Microsoft Word, Excel, Outlook, Publisher, Power Point, and Access.
- Must have an outgoing and friendly personality
- Must be able to handle difficult, high volume situations while maintaining composure
- Excellent organizational skills. Ability to multi-task and prioritize
- Must be professional, dependable, reliable, and have a strong work ethic
- Must be able to maintain confidentiality.
- Must be a current resident of the USVI

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**PREFERRED:**

- College degree

**SPECIAL REQUIREMENTS**

- Must be willing to work overtime, holidays, and weekends as requested by manager.
- Must be a team player and be able to get along with others.
- Must be able to use tact in handling sensitive situations.

**Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel; and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (example: emergencies, changes to personnel, workload, rush jobs, or technological developments)

**References required.**

**Please submit cover letter, resume, and references by email to be considered for the position.**

**Please include the job title in the subject**

**Contact Information:**

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