



## **Admin/Marketing Assistant**

### **Job Description:**

The Admin/Marketing Assistant will be responsible for performing duties as assigned by the Marketing & Membership Manager including office administration tasks, data entry, guest reservations, front desk duties and general marketing and membership support to include assisting in the preparation of membership communications and renewal notifications and inputting membership data into our computer system.

### **Admin/Front Desk Responsibilities:**

- ?? Report to and collaborate with the marketing manager to prioritize the daily/weekly administrative, guest and member support requirements
- ?? Provide telephone support to guests and members
- ?? Undertake filing and general office administrative duties
- ?? Assist in handling customer/member enquiries
- ?? Seasonal Front Desk duties to include supplying accommodation information and prices, making reservations and checking in guests.
- ?? Processing reservations and sending out confirmation notices
- ?? Developing an in depth knowledge of seasonal facilities, events and accommodation facilities on the mountain including available packages, reservation policies and rates.

### **Marketing Assistant Responsibilities:**

- ?? Report to and collaborate with the marketing manager to thoroughly understand Tourism Mount Washington's purpose, functions and marketing strategy
- ?? Assist in the co-ordination and distribution of marketing material
- ?? Attend consumer trade shows and special events as required and assist with set up and manning.
- ?? Assist in the co-ordination and distribution of membership communications
- ?? Assist in membership data entry and renewal notification
- ?? Assist in building and maintaining accurate databases and lists
- ?? Assist in selling partnered advertising and promotional opportunities
- ?? Assist as required with other related marketing activities under the guidance and supervision of the marketing & membership manager.

## **Knowledge, Skills and Abilities:**

### **Admin/Front Desk Clerk**

- ?? A secondary school diploma is preferred
- ?? Excellent telephone manner and etiquette
- ?? Excellent customer service & communication skills
- ?? Good Administrative & Organizational skills
- ?? Proficient using Microsoft Word and Excel
- ?? Experience in basic computer applications
- ?? Previous cash handling and merchant services processing experience

### **Marketing Assistant**

- ?? A secondary school diploma is preferred
- ?? Previous experience or qualification in marketing and sales or the tourism
- ?? Excellent telephone manner and etiquette
- ?? Excellent customer service & communication skills
- ?? Confident and pleasant sales manner and proven promotion and sales skills
- ?? Previous experience in marketing is preferred as is the ability to do thorough research
- ?? Time management skills and the ability to work unsupervised
- ?? Willingness to learn and grow the position
- ?? Knowledge of a second language is an asset

Applicants should be able to demonstrate strong communication skills, creative flair and the proven ability to work independently and to provide references from past employers. Excellent communication skills and a flexible, professional friendly manner are essential qualities. Marketing and or administrative experience in a membership based organization or the Tourism Industry is an asset as is knowledge of a second language. Applicants must be prepared to work evenings and weekends during our summer and winter operations.

*If you are interested in becoming part of the Mount Washington Resort Associations destination marketing team, please submit your application & resume to [manager@tourismmountwashington.com](mailto:manager@tourismmountwashington.com) Thank you.*