



Position Title: Executive Assistant and Office Coordinator

Reports To: Chief Executive Officer

Position Status: Full Time

Position Summary:

The essential function of the Downtown Billings (DBA) Executive Assistant and Office Coordinator is to work with the CEO and other Downtown Billings staff and Board members to carry out the mission of Downtown Billings; To create and sustain a vital, clean, safe, and unique experience for those who visit our downtown. This position is a full-time advocate for the DBA and shall become a recognized authority on information, resources, and programs related to the DBA.

Position is responsible for the general operation of the office, including but not limited to:

- Serve as the front-of-house staff, receiving and interacting with visitors, selling products, and managing all forms of payment for the organization
 - Answer and manage incoming phone calls, emails, deliveries, and mail
 - Maintain working knowledge of all organizations under DBA to best advocate for downtown and to quickly direct visitors
 - Provide quality customer service
 - Manage Parking Programs
 - Work closely with Operations Director on Downtown Billings gift card program including, but not limited to, selling, processing, mailing, and troubleshooting.
 - Process all Shopify orders in a timely manner
 - Work with Director of Operations and CEO in management petty cash and sales receipts, maintaining proper paper and digital records of financial transactions
- Frequently communicate and coordinate with DBA staff, Downtown Police Officers, and others:
 - Business Improvement District (BID) calls, requests, project information
 - Motivated Addiction Alternative Program (MAAP) client engagement and direction to appropriate staff
 - Work with Events Director as needed, including taking payments, providing information, and participating in events as assigned
 - Act as liaison to downtown membership, businesses, and organization partners with discretion
- Maintain internal DBA calendar (events, meetings, holidays, community events, birthdays)
- Facilitate DBA ArtWalk gallery and ArtWalk participation
- Manage the inventory of office and cleaning supplies, ordering additional supplies as needed and ensuring that costs are reasonably and appropriately managed. Participate in light janitorial duties as assigned and keep a tidy front office space
- Assist in arranging meetings and recording meeting notes/minutes for Board and staff review when required
- Manage flow of information so that staff receives all pertinent information and recommendations from all perspectives (CEO, mailings, emails, community engagement, etc.)
- Coordinate and organize daily office activities and operations and direct the workflow within the CEO's office, as appropriate to minimize the demands on the CEO
- Some evening and weekend hours may be required

Required Skill, Knowledge, and Abilities

- Ability to develop and maintain effective working relationships with the CEO, the Development Director, and other staff and committee leadership.
- Develop working knowledge of the Downtown Billings Framework Plan, the Urban Renewal Plan, the Strategic Plan, and other grant programs offered through the organization.
- Demonstrated skill in organizing and coordinating activities of groups and individuals.
- Demonstrated skill in interpersonal communications, persuasion, and public speaking.
- Demonstrated ability to assimilate information and develop appropriate responses.
- Demonstrated ability to provide positive customer and visitor experience.
- Demonstrated ability to think creatively and develop solutions.
- Proficiency in operating a telephone, a personal computer and its associated software, including Word, Excel, and Google Suite, and other common office equipment.
- Ability to learn other software programs as needed (Monday.com, Mailchimp, Canva, etc.)

Acceptable Experience and Training

- Any equivalent combination of experience and education which provides the knowledge, skills, and abilities to the CEO and the DBA.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively with others in person and over the telephone.
- Sufficient vision, with or without reasonable accommodation, which permits the employee to prepare, review, and file a variety of written documents in both electronic and hard copy forms, as well as sending and responding to internal and external email correspondences.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and to transport files as requested.
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to access and transport files as requested, as well as the ability to help maintain the office.
- Position also requires sufficient personal mobility to assist with staging various events.
- Sufficient ability to lift and move up to 50lbs.

Salary

- \$16-19/hr depending on experience
- 100% healthcare after 30 days
- Up to 3% retirement match
- Generous PTO program

Please submit a cover letter and resume to katy@downtownbillings.com