



## National Business Aviation Association

### Job Description

**Job Title:** Administrative Assistant  
**Division:** Conventions & Forums  
**Reports To:** Senior Vice President Conventions & Forums  
**FLSA Status:** Non-Exempt  
**Prepared Date:** 6/21/12  
**Location:** Washington, DC  
**Status:** Regular Full Time

### SUMMARY

Position provides varied and complex administrative and marketing support to the Senior Vice President (SVP) Conventions & Forums and the Director, Marketing Conventions & Forums. Relieves both the SVP and Director of administrative detail and performs a variety of tasks related to their assigned areas of responsibilities. Assists the Director with managing the Press Room, Press Conferences, and Press Registration at the NBAA Convention, EBACE and ABACE.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Specific duties and responsibilities include but are not limited to:

- Screens telephone calls for the SVP and Director, takes messages and refers callers to appropriate individuals for all Annual Meeting & Convention, EBACE, ABACE and Forums information.
- Becomes and remains knowledgeable of general information regarding all events to answer Member questions via telephone, email and other forms of communication.
- Keeps schedule for SVP.
- Assists SVP and Director with travel and travel documents, such as passports and visas.
- Plans weekly division meetings, reserves space, sends out meeting notices, sets up calendar reminders, creates agendas and keeps notes of meetings.
- Plans all other meetings on behalf of the SVP, including Cross-Division Meetings, event briefings and other miscellaneous meetings, reserving space, sending out meeting notices, setting up calendar reminders and ordering catering.
- Reminds division staff of pending projects and deadlines.
- Maintains division calendar and tracks individual travel, vacation, comp and sick time, as well as out-of-office meetings.
- Ensures all division staff report time spent on EBACE and ABACE.
- Coordinates the flow of communications and keeps files for the SVP including copies of all contracts (Convention Centers, support vendors, partnership contracts, legal documents, etc.), city and hotel information.
- Orders and receives office supplies for SVP and Director.
- Composes and prepares miscellaneous correspondence, reports, and forms as directed by SVP.
- Proofreads reports, records, correspondence and other data for accuracy.
- Conducts research on various matters, such as business aviation and tradeshow industry representatives, email addresses, various other exhibitions, telephone numbers, expenses, books and DVDs.
- Maintains VIP database and Outlook contact listing for SVP.
- Maintains historical records and files of NBAA-managed Conventions.
- Sends out NBAA Convention information and invitations to Former Board and AMAC, and keeps a running list of attendance at all events for these two groups.
- Maintains database of all marketing expenses for Conventions (AM&C, EBACE, ABACE) and the Forums.
- Receives, maintains database of and invoices Publication Bin requests for the AM&C, EBACE and ABACE.

- Receives, maintains database, and invoices all Additional Listing requests for the AM&C, EBACE and ABACE Show Guides.
- Follows up with Exhibitors for AM&C, EBACE and ABACE Show Guide updates.
- Assists Director in proofreading all materials.
- Manages and traffics division marketing calendar, sending reminders of pending deadlines.
- Maintains archives of all media partner publications.
- Maintains archives of all marketing materials for conventions (AM&C, EBACE, ABACE) and Forums.
- Tracks quantities of all printed materials and promotional items produced and used at all events from year to year.
- Under the direction of the Director, manages the Press Room at the AM&C, EBACE, and ABACE. Orders furnishings, signs, banners and catering; designs the space; and performs all other assigned duties. Travels to and supports the Press Room desk on-site at the AM&C.
- Assists Director with setting the Press Conference schedule at AM&C, EBACE, and ABACE; orders signage for Press Conferences; bills and collects payments from Press Conference Room users
- Follows and administers all company policies and acts as a role model in the adherence to policies.
- Travel – approximately 5% per year to the AM&C.
- Budgetary Responsibility – None.
- Supervision Received – Work is closely reviewed by supervisors.
- Decision Making – Scope of Authority: Prioritizes workload
- Contacts – Regular contact with NBAA staff, Members and vendors; daily communication relative to general Association and NBAA-hosted event information; manages contacts.

### **NON ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Assists others in the division with general administrative duties.
- Ensures that division staff accurately complete their timesheets.
- Assists with preparation of NBAA Board Books.
- Makes photocopies of miscellaneous documents.

### **SUPERVISORY RESPONSIBILITIES**

- None

### **REQUIRED QUALIFICATIONS**

Specific requirements include but are not limited to:

#### **SKILLS, KNOWLEDGE & ABILITIES**

- Expert in outstanding customer service.
- Effective oral and written communication skills with the ability to interact well with internal and external Customers and other contacts.
- Ability to maintain confidentiality.
- Excellent interpersonal communication skills and the ability to work well independently and on a team.
- Familiarity with budgeting and cost control, request for proposal processes, general business practices, communication, sales, marketing, Customer care and knowledge of best business practices.
- (this is repeated below).
- Strong attention to detail.
- Ability to do math calculations in feet and meters, and in foreign currencies.
- Good decision making and problem solving skills, especially under time constraints.
- Ability to build and maintain positive customer and vendor relationships.
- Excellent organizational and time management skills, including the demonstrated capacity to successfully manage multiple projects and deadlines simultaneously.
- Knowledge in scheduling meetings.
- Knowledge of vendor and contract management.
- Ability to build positive relationships.
- Proficient in Microsoft Office Suite including Word, Excel, PowerPoint and Outlook.
- Ability to travel 5% per year.

### **EDUCATION**

- Two-year accredited Associate's degree or equivalent experience.

### **EXPERIENCE**

- Two to three years of administrative experience.

## **DESIRED QUALIFICATIONS**

- Experience in marketing and administration of events in the business aviation or tradeshow industries.

## **PHYSICAL AND MENTAL REQUIREMENTS**

The physical and mental requirements described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.

### **PHYSICAL REQUIREMENTS**

- Climbing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, fingering, grasping, talking, hearing and repetitive motion.
- Light work – Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently to move objects and sits most of the time.
- Close visual acuity to perform activities at distances close to the eye.
- Visual acuity to see at arm's reach.
- Visual acuity to operate motor vehicles.
- Visual acuity to determine the accuracy, neatness and thoroughness of the work assigned or to make general observations of facilities or structures.
- Must be able to climb ladders and have no fear of heights.

### **MENTAL REQUIREMENTS**

- Comparing, copying, computing, compiling, analyzing, coordinating and synthesizing.
- Must be able to handle continuous periods of high stress.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Subject to environmental conditions.
- Subject to noise.
- Subject to vibration.
- Subject to hazards.
- None. Not substantially exposed to adverse environmental conditions (such as in a typical office or administrative work