



City of Irving Job Description

CVB Assistant Executive Director

- Finance & Administration

FLSA Status:	EXEMPT	Job Department:	Irving Convention & Visitors Bureau (ICVB)
Job Code:	11091	Reports To (Job Title):	CVB Executive Director

PURPOSE

To enhance the internal organizational processes and infrastructure to allow the ICVB to continue to grow and fulfill its mission. This position faces both internal and external responsibilities, ranging from assisting the Board of Directors and project management to administration (information technology, reporting, facilities), financial management (accounting, purchasing, and budget), and human capital (HR/recruiting, mentoring, training, career progression). It researches, identifies, develops and implements opportunities, technologies, and/or practices in the areas of operations, administration, finance, purchasing, and/or technology that enable the ICVB to be a leader as a destination management organization and help others at the ICVB deliver measurable, cost-effective results that make the vision a reality. Working directly with Executive Director to ensure the ICVB/ICC functions in an efficient and effective manner, it provides an environment conducive to accomplishing the goals of the ICVB/ICC. The position serves as a key liaison to the ICVB Board of Directors, as well as, works with community partners, including other city departments/city officials and the hospitality industry. In addition, the position serves as the compliance officer and accreditation liaison.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide overall financial management and oversight; Manage and oversee all financial and business planning activities; Oversee reporting and monitoring of organization performance metrics; Ensure that relevant financial data is presented to the Executive Director and senior management.
- Direct and assign the work of Finance and Administration division staff.
- Supervise financial/accounting/budget functions of the ICVB/ICC; Review and sign DDRs and checks.
- Manage operational functions, including risk management and legal activities, business insurance, organizational reporting and monitoring, and office management.
- Oversee information technology infrastructure, including network, database system and telephones.
- Serve as key liaison to Board of Directors and various committees of the ICVB; Work with Executive Director to develop, organize and oversee the preparation of agendas and materials for meetings.
- Work with ICC facility operator as relates to ongoing issues regarding operations of facility and how those issues fall within City of Irving policies and procedures.
- Oversee essential internal ICVB leadership development activities, including but not limited to human resources, training, administration and organizational planning.
- Implement the goals, objectives and directives of the Executive Director and the policies of the ICVB Board of Directors.
- Provide oversight of office operations in the absence of the Executive Director.
- Attend City Council meetings, work sessions and pre-agenda meetings in the absence of the Executive Director.

OTHER DUTIES AND RESPONSIBILITIES

- Research, develop, and prepare or oversee the preparation of major/complex Requests for Proposal (RFPs)/Bid; Coordinate with the City of Irving Purchasing Division and recommend award to Executive Director.
- Research, develop, and oversee the preparation of all items/documentation to place ICVB issues on City Council agendas, which includes monitoring processes required by the City Manager's and City Attorney's Offices.
- Research, develop and oversee the preparation of all items requiring City Legal Services Requests (LSRs) and Administrative Awards (AAs).
- Plan, manage and oversee the human resources function for the ICVB, including recruitment, hiring, and compensation, benefits administration and oversight, employee recognition and teambuilding, professional training and development (such as new employee orientation), and retention efforts, and regulatory oversight and legal compliance; Work closely with City of Irving Human Resources Department for procedural and issue-specific needs.
- Interview, hire, monitor, and evaluate direct reports including the CVB Accounting & Budgeting Director, CVB Technology Director, and CVB Office Manager; Provide training and work with direct reports on performance management issues, implementing discipline as required.
- Recommend and administer ICVB and City policies and procedures, serving as the Compliance Officer to ensure that all staff is in compliance with all applicable rules and regulations, that City and ICVB policies and procedures are being followed, and that behavior in the organization meets the City's and ICVB's standards of conduct.
- Serve as Accreditation officer, providing oversight, and ensuring application of and adherence to industry accreditation standards and requirements; Direct annual renewal and subsequent re-application in order to maintain international professional association (DI – Destinations International) accreditation – DMAP (Destination Marketing Accreditation Program).
- Manage and coordinate the ongoing Continuity of Operations plan, which includes the Business Continuity Plans for the ICVB and ICC.
- Research, plan and implement new programs, policies and methods to ensure efficient and effective operations of assigned departments; Research and identify best practices and improve internal systems with an eye towards future needs and budget realities, which includes working with the CVB Accounting & Budgeting Director to develop internal systems that provide the organization with quick access to financial information and enable strategic budgeting.
- Serve on the ICC Security Committee, representing the viewpoints of the city and ICVB regarding security issues.
- Analyze monthly data from various industry sources (STR, etc.) and compile into readable and understandable graphs and reports.
- Maintain and update the online board member information portal.
- Coordinate regular reviews of Job Analysis Questionnaires (JAQs) and update as needed.
- Coordinate the annual operations plan and budget.
- Oversee contract management for ICVB/ICC.
- Provide a strong day-to-day leadership presence.
- Share in knowledge dissemination, reporting, and communications.
- Represent the ICVB at industry conferences, community events, city staff functions, professional associations and other public venues as the ICVB designee.
- Oversee the maintenance of the fixed asset inventory assuring all are in accordance with local, state and federal regulations.
- Manage/facilitate Open Records Requests.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develops, administers, monitors and coordinates a budget of approximately \$2 - \$3 million dollars; Supervises CVB Accounting & Budgeting Director who is responsible for preparation and oversight of overall ICVB budget of approximately \$10 million.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Business Administration, Human Resources, Law, Finance, or similar.

EXPERIENCE

- Ten (10) years of experience in a related position, with at least five (5) years of supervisory experience and in working with Boards of Directors.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- Certified Association Executive – (CAE) is *preferred*.
- Certified Destination Management Executive (CDME) is *preferred*.
- Certification in Hotel Industry Analytics (CHIA) would be *beneficial*.
- Professional in Human Resources (PHR) would be *beneficial*.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Contract Management: Methods for administering and managing contracts, understanding the terms and conditions of contracts, and payment thereof.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and discipline.
- Accounting: Principles and practices including internal controls, general ledger, cash management, general ledger, audit, accounts payable, accounts receivable, bank reconciliations; specific knowledge of government accounting principles and procedures.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions; Algebra.

- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- All facets of destination management, marketing, sales and operations, including convention center and third-party contract administration.
- English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly the MS Office Suite and Adobe DC.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Simpleview, Banner (ERP/HRIS), and MinuteTraq.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Rapid-Response Analysis: Assessing situations quickly and effectively to minimize system downtimes.
- Business Acumen: Understanding how all aspects of the business are managed to collaborate effectively with others.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted during work.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Deductive reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Negotiation: Bringing others together to reconcile differences.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- Service Orientation: Actively looking for ways to help people.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Speech Recognition: Identifying and understanding the speech of another person.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- System Perception: Determining when important changes have or likely will occur in a system.
- Systems Management: Demonstrating resourcefulness in setting priorities and guiding investment in people and systems.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Technical Aptitude: Changing / adapting to and understanding new technologies.

- **Technical Reasoning:** Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- **Judgment and Decision Making:** Weighing the relative costs / benefits of a potential action.
- **Organizational Development:** Analyzing operational needs, as well as staff performance, skills, and potential, and recommending structural innovations (including position modifications) to optimize overall productivity.
- **Personnel management:** Motivating, developing, and directing people as they work so as to produce desired effect in the actions of those under one's direction, identifying the best people for the job and delegating tasks appropriately and optimally.
- **Budget Management:** Developing plans and budgets; comparing them against actual activity.
- **Strategic Planning & Research:** Informed by experience, developing and implementing strategic plans, outcomes measurement, and evaluation. This includes performing data analysis, as well as summarizing, interpreting results/findings, and making presentations.
- **Team Leadership:** Partnering with a dynamic leadership team, and a staff of wide-ranging responsibilities and dynamics.
- **Teaching:** Conveying new concepts and confirming comprehension by listener.
- **Training & Direction:** Effectively guiding and critiquing adult learners,
- **Inductive Reasoning:** Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- **Multi-tasking:** Working with a variety of software packages, tasks and projects simultaneously.
- **Flexible Coordination:** Adjusting actions in relation to those of others; adapting to changing work roles.
- **Adaptability:** Creatively adapting to a rapidly changing work environment, while also driving toward clarity and solutions.
- **Prioritization:** Selecting, from multiple options, activities to achieve a goal.
- **Oral Comprehension:** Listening to and understanding information and ideas presented through spoken words.
- **Written and Oral Expression:** Communicating information and ideas in writing, as well as through speech, clearly and concisely, so others will understand.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Internally, this position has daily interaction with staff members (both ICVB and ICC staff members) on all levels. Frequent communication with City staff up to, and including, City management. Externally, this position frequently communicates with Board Members; occasionally it engages with hospitality industry members, Councilmembers and the community, representing the ICVB at various functions and events.

EQUIPMENT AND PROPERTY

This position utilizes a computer, tablet, smartphone, scanner, printer, copier, office phone, office machinery, 10-key adding machine, and/or a vehicle.

PHYSICAL DEMANDS

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.*

A complete range of movement/activity is required in the position including but not limited to: balancing, carrying, climbing, crawling, grasping/handling/feeling, kneeling, lifting (up to 25 lbs.), listening, pulling or pushing, reaching, running, seeing, sitting, standing, stooping, talking, walking, etc. Additionally, driving or riding in a vehicle, and flying in an airplane may be required.

WORK ENVIRONMENT

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

The typical work environment is an environmentally-controlled business office with weekday hours in the range of 7 a.m. to 7 p.m., with the potential for earlier mornings, later evenings and weekends. There are occasions when, in order to perform your job, you may have to work in a confining space, dirty environment, extreme temperatures or weather conditions, air contamination (strong odors, smoke, etc.), improper illumination, noise, etc.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.