**Job Title: Assistant Executive Director**

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Reports To: Executive Director
Approved by and Date: August 1, 2016
Salary Band: TBD
Supervisory Responsibilities: No**

**Commitment to Service**

Service encompasses all aspects of the Tavern League of Wisconsin operations. Every employee shares the responsibility to provide exemplary service, dignity and respect to all members, staff and the general public. To this end, all employees have an obligation to identify and report any service problems, issues or concerns and through designated channels, initiate, recommend and actively participate in solutions.

**Position Summary**

Provides direction for staff in the Executive Director’s absence and leads the team within guidelines set up by the Executive Director to include taking direction from the TLW President and Board of Directors as needed. Plans and coordinates projects and operational activities at the highest level of management with the help of subordinate Directors and staff managers.

**Essential Functions:**

**Leadership:**

* Act as the team leader in the absence of the Executive Director.
* Coordinate the Executive Director’s schedule.
* Provide back-up to Receptionist/Administrative Assistant as needed.
* Promote the Tavern League of Wisconsin’s Mission, Vision and Values
* Work closely with the Executive Director, TLW President and Board of Directors to support goals, objectives, policies and operating procedures for all aspects of the organization.

**Membership Relations**

* Update membership database to keep it current and to provide accurate and appropriate reports to the Board of Directors, local league leaders and affiliates.
* Process new members including sending a Welcome Packet and an introductory call to make the member feel welcome and to answer any questions they may have.
* Follow up with expiring members and conduct exit surveys to obtain data to correct issues and improve the membership experience.
* Recommend and develop new member programs and services to enhance the member experience.

**Communications/Special Events**

* Assist with Social Media communication and development.
* Assist the Events/Convention Coordinator with duties as determined by the Executive Director.

**Non-Essential Functions:**

* Perform other related functions as assigned.

**Position Requirements:**

* Education
* Minimum of 2 years of experience working with the public.
* Minimum of 2 years of experience in managing staff required.
* Excellent written and verbal communication is required.
* Excellent interpersonal skills and the ability to speak effectively before groups of tavern owners and the public required.
* Ability to plan, organize and schedule activities.

**Skills**

* Strong customer/member service skills
* Demonstrates excellent oral and written communication skills
* Proficient in MS Office
* Maintains professional and positive demeanor
* Must be able to function as part of a team
* Capable of setting priorities when multiple demands are present
* Working knowledge of iMIS database
* Social Media Skills

**Competencies:**

* Relationship Building
* Organizational Savvy
* Project Management
	+ Client Focus
	+ Time Management/Priority Setting
	+ Adaptability
	+ Planning and organizing