



Job Description

Position Title: Administrative Assistant

Reports to: Vice President/Director of Member Relations

Department/Division: Membership

Summary of Position:

The primary responsibilities are those of organizing and staffing Department activities and working with various groups of the Membership Department. The Administrative Assistant must establish with the Vice President of Membership and the Director of Member Relations the priorities for projects and programs.

Principal Accountabilities:

Performs all clerical duties as assigned by Vice President of Membership and Director of Member Relations.

Has primary responsibility for phones in department. Answer telephone inquiries about programs, publications and any other matters relative to the department.

Coordinates with Membership Vice President and Director to keep the department's activities on schedule with timelines. These include Ambassadors, Business Expo, Chamber Chase, Chamber Classic and various department events.

Assist with the coordination of department functions and provide staff support at all Membership Department activities.

Responsible for correspondence to members, prospective members, dropped members and event sponsors.

Handle all reservations and invoices for events and meetings. Input online registration information for departmental events. Responsible for invoicing sponsors for department's events.

Call new members each week as they join to thank and verify info in SBA.

By Wednesday of every week, process a welcome letter to new members, along with new member materials when necessary.

Send pre-pre-bill email to all members prior to renewal date as thank you and retention tool.

By the second Tuesday of each month, process letter to members that dropped the previous month.

By the fifth of each month, pull the list of Anniversary members to be listed in *The Business View* and process a thank you communications to renewing members.

Generate correspondence as needed as follow-up to member contact calls.

Call members nine months into their membership to update their membership information, and if necessary, pass on to Director of Member Relations comments which need a response.

Call designated new members three months into their membership to assess satisfaction.

Call assigned members delayed in renewing to encourage timely renewal. Take any action necessary to assist renewal. These calls are made to members that are not assigned to an account executive.

Chamber Chase – assist with turn-in by volunteers, calculation of incentives and record keeping.

Coordinate tri-annual Valuable Member Offers mailing.

Make calls when needed for event RSVP; furnishes meeting room/area with materials, refreshments, etc.; attends meetings as needed.

Relieve switchboard, in rotation schedule with other staff, as required.

Prepares purchase orders, check requests and maintains records necessary for follow-up.

Pick up department mail by 10:00 a.m. and distribute to department mailboxes and handle all outgoing department mail by 5:00 p.m.

Responsible for maintenance of Membership files; adding new members and filing paperwork into appropriate files as necessary.

Attend SBA training sessions so to demonstrate proficiency in the operation and use of the Chamber's membership database.

Maintain inventory of supplies and materials for the department such as new member decals, new member applications, promotional brochures, envelopes, stationery, purchase orders, check requests, etc. Contact affinity partners to keep materials stocked and up to date.

Maintain department's equipment and supplies for the printer and copier.

Perform special projects as assigned.

Education/Experience:

College degree or minimum of two years experience in an office environment and proficiency in use of computer applications and programs. Experience with customer service and public contact is preferred. Needs excellent planning, writing and verbal skills; knowledge of Microsoft Office products; possess flexibility in handling a variety of different duties at one time; ability to work under pressure; maintain pleasant and professional interaction with supervision and volunteers, to represent the Chamber in the best possible light.

This is a non-exempt position.

This accurately reflects the description of my job and principal accountabilities.

Employee

President

Vice President

Date