

ADMINISTRATIVE ASSISTANT

Supervisor: Executive Officer

Direct Reports: None

Job Description:

Provides administrative support to the Association and excellent customer service to Association members and the general public.

Specific duties will include:

- Provide excellent customer service to anyone contacting or visiting the Association (phone, email and in person).
- Handle all incoming and outgoing mail following established procedures.
- Ensure the office and building are organized, well supplied, clean and neat.
- Manage and maintain all aspects of association membership physical records and membership database.
- Process new member applications.
- Manage accounts receivables including tracking and following up on all past due invoices.
- Assist with membership retention activities as defined by the retention plan. This may include phone calls to members, mailings, email communications, etc.
- Coordinate meeting arrangements per event specifications including room setup/tear down, food & beverage and attendee confirmations.
- Write and distribute weekly member communications emails.
- Coordinate community service activities in conjunction with the Public Relations committee and staff.
- Organize Homeowner seminars in conjunction with the Public Relations Committee and staff.
- Maintain contact lists for municipalities and keep data on area permitting statistics up to date.
- Assist with special events such as the Home and Garden Show, Parade of Homes, Golf Outing, Summer Picnic, Christmas Party and more. This includes assisting with preparations for the event, working at the events, and assisting with photography and social media at events.
- Perform other duties as directed by the Executive Officer.

Minimum Qualifications:

- Associates Degree OR 2+ years of administrative support experience
- At least 2+ years of customer service experience
- Extensive experience with Microsoft Word, Excel, & Outlook
- Excellent communication skills (both verbal & written)
- Highly organized and able to keep track of a large amount of data and details in a fast-paced environment
- Strong work ethic
- Must be comfortable calling people to solicit for past due invoices, invite them to events and garner support for other organization activities.
- Able to attend occasional events occurring on nights & weekends (Home & Garden Show, Parade of Homes, Golf Outing, Christmas Party, & Summer Picnic)

Preferred Qualifications

- 5+ years in an administrative role
- Previous experience with Customer Relationship Management Database systems.
- Event Planning experience
- Experience with marketing and social media

Environment & Special Demands

- Majority of the job takes place in an office environment with primary work duties including sitting at a desk with occasional walking, standing, and lifting.
- Able to lift 30 pounds

Core Competencies:

These 10 core competencies are important for the success of this position. These are the key areas in which this position will be evaluated each year.

Teamwork	The ability and desire to work cooperatively with others on a team. The ability to demonstrate team leadership, interest, skill, and success in getting groups to learn to work together.
Flexibility & Achieving Change	Adapts to changing work environments, work priorities and organizational needs. Able to effectively deal with change and diverse people. Able to adapt to change and initiate change to improve the organization.
Planning & Implementation	The ability to think ahead to the overall plan, determine the details and steps needed to accomplish the plan, and implement the plan to accomplish organizational within deadline. Includes utilizing resources effectively & efficiently.
Thoroughness	Ensuring that one's own and others' work and information are complete and accurate; carefully preparing for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.
Building Collaborative Relationships	The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
Customer Focus	The ability to demonstrate concern for satisfying one's external and/or internal customers.
Problem Solving	The ability to gather information and use a logical, systematic, sequential approach to come up with a solution.
Communication	Expresses self effectively in both written & verbal communication. Listens actively.
Initiative	Identifying what needs to be done and doing it before being asked or before the situation requires it.
Gets Results	The ability to focus on the desired result of one's own or one's unit's work, setting challenging goals, focusing effort on the goals, and meeting or exceeding them.