
Job Title: Administrative Assistant

Classification: Non-Exempt

Reports to: Member Services Director

Job Purpose:

Performs a variety of administrative functions. Primarily tasked in assisting event manager with day to day operations. Take event reservations and gives information to callers. Generate reports and handle multiple projects. May assist with compiling and developing the annual budget. Has knowledge of commonly-used concepts, practices and procedures within the administrative, customer service and event management field. Self-starter reporting directly to Member Services Director. Requires a high school diploma and 1-3 year of experience in the field or in a related area.

Key Result Areas:

- ☐ Administration
- ☐ Member Satisfaction

Primary Work Activities:

- ☐ Answer phones to direct callers, provide information and take event reservations.
- ☐ Support event/meeting administration (registration/invoicing/set-up/reporting).
- ☐ Enter information into and maintain membership database.
- ☐ Work closely with program partners and sponsors to manage benefits, lists, invoicing and collections.
- ☐ Assist in event set-up, strike and registration during events.
- ☐ Assist in event related tasks before, during and after programs.
- ☐ Maintain and manage event calendar and multiple contact lists.
- ☐ Proofread documents, records or other files to ensure accuracy.
- ☐ Greet members and/or visitors.
- ☐ Coordinate operational activities.
- ☐ Schedule and coordinate appointments and meeting room.
- ☐ Assist sales and marketing team as needed.

Predictive Critical Success Skills:

- ☐ Ability to work with and adapt to our membership audience: Demonstrates tolerance for others' opinions, values, beliefs and attitudes, and doesn't push personal agendas.
- ☐ Dependable Follow-Up: Responds promptly to company and customer contacts, committing to the task at hand and ensuring timeliness and punctuality in producing the promised deliverable.
- ☐ Develops Technical Competence: Stays abreast of new developments in both the business & his/her main field to be effective inside the organization.
- ☐ Prioritizes Tasks: Prioritizes tasks to gain the greatest overall return on effort, probing for sufficient information to know the significance and urgency of a task and analyzing current priorities relative to new ones.
- ☐ Takes Personal Responsibility In An Individual Contributor Role: Takes responsibility for results and mistakes as an individual contributor, avoiding making excuses and justifying negative outcomes that are preventable.

Descriptive Critical Success Skill:

- ☐ Pride in Representing One's Company: Identifies with and proud to represent his/her company and its products and services, believing that association with this company is a source of self-respect and distinction.

Essential Job Skills:

- ☐ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- ☐ Speaking — Talking to others to convey information effectively.
- ☐ Service Orientation — Actively looking for ways to help people.
- ☐ Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- ☐ Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- ☐ Writing — Communicating effectively in writing as appropriate for the needs of the audience.
- ☐ Coordination — Adjusting actions in relation to others' actions.
- ☐ Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- ☐ Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

EEOC Statement:

It is the policy of the Clermont Chamber of Commerce to provide employment, compensation, promotion and other conditions of employment without regard to race, color, religion, sex, national origin, ancestry, age, marital status, sexual preference, veteran or disability status.

In addition to the above race, color, religion, sex, pregnancy, or any illness arising out of and occurring during the course of pregnancy, childbirth or related medical conditions, national origin, disability, age and ancestry are protected classes in Ohio.

You may discuss equal employment opportunity related questions with your supervisor or any other member of management.

Other Policies:

For information on policies such as the Americans with Disabilities Act, Sexual Harassment and Discrimination, Pay and Progress, Time Away from Work and Benefits and On the Job procedures, reference the Chamber's Employee Handbook.