

Administrative Support

Department	Reports To	FLSA Status	Last Modified
Operations	VP of Finance/Administration	Hourly Non-exempt	2018-02-27

Job Summary

Performs routine clerical and administrative functions, such as drafting correspondence, scheduling appointments, organizing and maintaining records, or providing information to callers. Serves as a multifunctional support.

The Chamber reserves the right to make modifications to these duties based on business needs at any time, with or without prior notice, including, but not limited to:

- Manage the Star in the Mountain lighting of the Star requests
- Handle service calls for the Star in the Mountain.
- Coordinate meeting calendar with Destination El Paso for parking availability.
- Print and place updated Meeting Calendar on conference room doors weekly.
- Update Constant Contact
- Send out all Ambassadors Grand Opening emails
- Prepare Grand Opening and Ribbon Cutting Certificates
- Upload events on TV screen

Core Competencies

- Greets visitors and obtains name and other pertinent information, notifying appropriate individuals of visitor's arrival
- Answers inquiries and provides information to members
- Answers and routes calls, as necessary, to appropriate individuals
- Accurately takes and delivers messages
- Maintains log of calls requiring further action
- Accepts and signs for packages and notifies addressee of package arrival
- Performs a variety of routine clerical tasks
- Maintains clean and orderly working areas
- Sorts and distributes all incoming correspondence
- Prepares invoices, reports, memos, letters, and other documents
- Conducts research, compiles data, and prepares papers for consideration and presentation by executives
- Attends meetings, records minutes, and maintains confidentiality of both meetings and minutes
- Performs general office duties, such as ordering supplies, maintaining records in the management database systems
- Makes travel arrangements for executives
- Prepares agendas and makes arrangements, such as coordinating catering for luncheons and other meetings
- Provides multitasking administrative support
- Manages and maintains executives' schedules
- Meet with individuals, special interest groups, and others on behalf of executives, committees, and Board of Governors

- Confer with customers by telephone or in person to provide information about services and obtain details about communication
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken, in WebLink
- Schedule appointments and personal visits with prospects
- Maintains knowledge of goals, objectives and services provided
- Cold call area businesses
- Remains informed and understands Member benefits and life cycle
- Actively supports and participates in organization events and programs, as well as, attend regular staff meetings
- Works renewal accounts and targeted major accounts as assigned
- Assists members in taking full advantage of their membership
- Maintain timely and adequate stock levels of office & printing supplies
- Handle service calls for printers and I.T. when needed
- Notarize Certificates of Origins
- Update music on hold for incoming calls monthly (Muzicom)

SKILLS

- Detail oriented
- Service orientation
- Critical thinking
- Active listening
- Time management
- Monitoring
- Judgment and decision making
- Strong organization, time management and multi-tasking skills
- Persistent, disciplined self-starter with a professional appearance
- Proficient in Microsoft Office products
- Must have/maintain a dependable vehicle with proof of license and insurance
- Exceptional people skills with an outgoing personality
- Excellent verbal communication skills & the ability to build rapport quickly
- High level of activity able to handle a fast pace and high volume
- File and retrieve corporate documents, records, and reports

Job Qualifications

- Education: High school diploma or Associates Degree
- Software knowledge: proficient in Microsoft Office - Word, Excel, Power Point
- Experience: Two to four years' experience
- Professional appearance
- Punctuality is required
- Bilingual: English & Spanish
- Notary Public
- Sales experience (preferred)