

Administrative Assistant Job Profile for Membership Organization

Purpose of the Position

To provide administrative support to the membership and to the board

Work Activities

Tasks (specific duties)

Membership Management

Triage & Follow-Through

- Monitor incoming email and phone calls from members and ensure that the request for action or assistance is addressed within 48 hours.
- Complete all tasks resulting from triage within 24 hours. Where delegation is required, delegate immediately to ensure 24 hour turnaround.

Communication

- Execute regular email information campaigns to members
- Execute all event communication
- Execute annual membership drive

Membership Database Management

- Enter new member data and update current member information as required
- Keep membership status current

Sponsor Management

- Manage sponsor maintenance program
- Execute annual sponsor partnership campaign

Event Management

- Book venue and catering as required
- Contact sponsors and manage contracts
- Ensure fulfillment of sponsor privileges
- Manage registration and check-in

Finance & Office Management

- Process invoices, receipts and credit card payments for new & renewing members
- Maintain general ledger
- Produce monthly cash flow report for board meetings
- Liaise with accountant to support the preparation of financial statements and annual tax filings
- Manage and maintain the back office for the organization
- Update website content as required
- Manage ecommerce database

Board Support

- Produce all board meeting documents and circulate to board members
- Prepare board meeting minutes
- Maintain document records in document management system

Job Requirements

Knowledge (education)

- At least 3 years of administrative support experience. Experience with a membership organization is an asset.
- Post-secondary college or university education is an asset

Technical Skills (special qualifications)

- High level of competence in MS Office; particularly Outlook, Word & Excel
- Moderate level of competence in Quick Books or similar accounting system
- Customer support experience is an asset

Skills & Attributes (competencies, qualities, Values)

- Excellent written and verbal communication skills
- Strong organizational skills
- Storing knowledge of general office procedures
- Strong customer-service orientation
- Detail-oriented
- High level of sound and independent judgement, reasoning and discretion
- Ability to manage responsibilities and prioritize tasks with minimal supervision
- Ability to work to strict deadlines

Work Context

Authority (reporting structure, supervisory responsibility, decision making)

- This position reports to the executive director
- There are no supervisory responsibilities
- Appropriate judgement and decision-making is required in dealing with members and board members

Relationships with others (contacts)

- Considerable contact with members
- Regular contact with Executive Director
- Moderate contact with board members

Environment (working conditions)

- Small office-only one other part-time staff member

Equipment used (tools, materials, equipment)

- Desk-top computer with Vista operating system
- Fax machine, printer, photocopier, scanner