

**DeForest Windsor Area Chamber of Commerce
Position Description for Administrative Assistant**

POSITION TITLE: Administrative Assistant

CLASSIFICATION: Part Time, 20 hours/week

REPORTS TO: Executive Director

SUMMARY:

The Administrative Assistant provides administrative support to the Executive Director and will act as the primary contact at the Chamber Office answering phones, questions, performing routine clerical, customer service, including report generation, record keeping, and data entry and processing working in QuickBooks accounts payable & accounts receivable. This person must be able to interpret the Chamber mission and communicate this to current and prospective members. This person must be precise and accurate in obtaining and providing information. This position requires a positive interest in people and community.

POSITIONS SUPERVISED:

No supervisory responsibilities

DUTIES AND RESPONSIBILITIES:

- Perform administrative support functions for general operation of the Chamber office; assumes responsibility without direct supervision and make decisions within the scope of assigned authority.
- Assist the Executive Director in developing, coordinating, and implementing professional development opportunities, including Chamber luncheons, ribbon cuttings, workshops, and networking events.
- Maintain communication avenues, including surveys, and social media posts.
- Perform clerical tasks as assigned by the Executive Director and Board to include sorting mail, placing, and receiving phone and email correspondence, completing, and filing reports, and updating regulations, policies, memos, handbooks, etc.
- Interpret policies and procedures as established by Board of Directors.
- Maintains accurate membership records daily for the Chamber:
 - Processes and records all membership updates.
 - Processes, records and updates program and event registrations and data.
 - Communicates member benefits to new and existing inquiries in a timely manner.
- Maintain and file member and event information in Chamber Master.
- Maintain social media communications including updates and photos in Meta and LinkedIn.
- Researches and responds to questions from members and volunteers.
- Responds to member and volunteer issues in a timely manner, handling matters and when appropriate directing issues to the Executive Director as necessary.
- Attends meetings, trainings, and programs.
- Assist with volunteer recruitment and coordination.
- Promotes Chamber events, programs, and services.
- Performs other duties as requested by the Executive Director

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must be at least 18 years of age.
- Strong computer and data entry skills required, experience with Microsoft Word, Excel and QuickBooks preferred.
- Skilled in Google and office applications including word processing, spreadsheets, and presentation software.
- Excellent communication skills via writing, phone, and email
- Position requires the ability to communicate clearly, professionally, and effectively with members, volunteers, and board members. Maintaining confidentiality and exchanging accurate information in all communications
- Ability to work independently as well as a supportive part of a team.
- Strong organizational skills are required with an emphasis on the ability to meet deadlines and manage multiple tasks with a high level of accuracy.
- Demonstration of excellent interpersonal skills and the ability to maintain professional relationships and represent the district in a positive manner.
- Must demonstrate poise, tact, and diplomacy in busy and stressful situations.
- Ability to manage time and multiple priorities with a minimum of direction or supervision.
- Must have strong written, verbal, and numerical communication skills.
- Significant attention to detail with a high degree of accuracy.
- Requires reliable transportation with proof of insurance.

PHYSICAL ABILITIES AND WORKING CONDITIONS:

Work is completed in an office setting and includes:

- Remaining in a stationary position for extended periods of time.
- Use of a computer and printer.
- Regularly moving about inside the office and positioning self to access, remove, and replace documents and files to and from file cabinets.

Work outside office at Chamber events include:

- Member meetings, ribbon cuttings, networking events and other Chamber events.
- Assists Executive Director with organization, communication and set up of such events.
- Occasional lifting and transporting up to 50 lbs.
- Attendance at Chamber events may be required.

ACKNOWLEDGEMENT:

The above position description is not intended to be an exhaustive list of duties. Other duties may be assigned, requested, or directed beyond the specific duties listed in this position description.

I have read and understand the responsibilities, requirements and working conditions noted in this position description.

Employee Signature: _____ **Date:** _____

Executive Signature: _____ **Date:** _____