

SUMMARY

The Office Administrator is responsible to provide a full spectrum of administrative support to the Association, the Director of Operations, and the Board. Responsibilities include providing customer service to members, prospective members, and customers by telephone and email, handling inventory, scheduling for larger-site MMTA events, assisting in coordinating exam sites and in all other administrative and operational tasks as needed.

The Administrator works under the day-to-day direction of the Director of Operations and reports to the MMTA President and Vice President - Finance.

RESPONSIBILITIES

1. General Administration / Standard Operating Procedures (SOP).
 - a) Maintain professional office and work areas.
 - b) Stay current and knowledgeable in MMTA's SOP, including assisting with updating and maintaining the SOP.
 - c) File paperwork and archive invoices in accordance with SOP.
 - d) Handle general correspondence from membership and Board, ensuring timely follow up.
 - e) Perform other general clerical services to assist the Director of Operations.

2. Member Services
 - a) Create spreadsheets and forms as needed to improve organization and administration.
 - b) Process new and renewing member information, sending out packets when needed.
 - c) Keep all member information up-to-date in the member database, on the MMTA website, and in MMTA's social media management database.
 - d) Provide customer service.

3. Merchandise and Inventory
 - a) Sales
 - Process online orders, calculate order forms, fill orders, and post materials.
 - Maintain product inventory for the association.
 - Assist in providing annual inventory counts.
 - Bring packages to a post office when necessary.
 - b) Annual Convention
 - Prepare materials for off-site sales.
 - Staff booth.
 - Package remaining inventory to be returned to the office.
 - Participate in Visioning and Board Meeting as available.
 - c) Logowear
 - Coordinate with Chair and DoO to select yearly logo.
 - Coordinate with Chair, DoO, and merchandise company to order Logowear in a timely manner.

- Assist Chair with inventory spreadsheets and distribution to Contest Sites for sales.
 - Count sales money as needed.
 - Ensure MMTA Bookkeeper is provided with inventory counts before and after contest preliminaries, contest finals, Honors Concert, and other events and before any remaining inventory is donated to MMTA Foundation sale at MMTA Convention.
4. Bookkeeping
 - a) Create and send invoices as needed.
 - b) Prepare invoices for payment.
 - c) Financial data entry as needed.
 - d) Assist with order batching as needed.
 - e) Prepare annual budget summaries for each fiscal year.
 - f) Perform urgent bookkeeping duties in Bookkeeper's absence such as printing and mailing checks.
 - g) Bring checks to the bank for deposit.
 5. Contests, Exams, and Sites
 - a) Process both mailed and online event registrations before formatting and sending to program personnel.
 - b) Schedule exams and provide teachers with schedule information in a timely fashion.
 - c) Manage fulfillment of contracts, invoicing, and rent due dates for events.
 - d) Assist Program Personnel as needed (printing exams, mailing exam materials, ensuring appropriate repertoire is being used for exams, etc.)
 6. Perform miscellaneous tasks and projects as requested by the MMTA President, Board of Directors, or Director of Operations.

JOB SPECIFICATIONS

Desired Education and Experience

- Bachelor's degree required.
- Two or more years of office and/or association administration experience.
- Proficient in Microsoft Office Word, Excel, and Publisher applications.
- Proficient in Google Drive, Google Sheets, and Google Docs web-based applications.
- Experience in and/or knowledge of MMTA and MMTA Programs preferred.
- Musical knowledge preferred.
- Retail experience preferred.
- Bookkeeping and accounting experience preferred.
- QuickBooks proficiency preferred.
- Willingness to continue education in non-profit leadership practices.

Knowledge, Skills and Abilities

- Excellent communication and customer service skills.

- Strong written and verbal communication skills. Able to communicate the benefits of all MMTA services to members, students, parents, and others.
- Able to develop trusting business relationships with a variety of individuals with different communication styles.
- Able to identify administrative needs across the office. Recommend routine office administration decisions to the Director of Operations. Able to work both independently and in tandem.
- Possess effective problem solving skills.
- Applies effective time management skills in order to meet all deadlines. Displays flexibility to meet organization's needs. Works with a proactive, ownership approach to work and operates with a sense of timeliness.
- Understands confidential nature of association, member and student/family information and maintains confidences.

PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB

Incumbent must be able to:

- Hear and speak effectively in English in order to use the telephone and communicate with people both in and out of the office environment.
- Sit at a desk for extended periods, as well as move around the office area repeatedly throughout the day.
- Apply manual dexterity and visual acuity for computer keyboarding and office equipment use.
- Must have reliable transportation and ability to attend off-site business meetings throughout the Twin Cities and occasionally Greater MN.
- Be able to lift up to 50 lbs.