

## **EXECUTIVE ASSISTANT POSITION**

*Hawai'i Island REALTORS®*

Opening: December 2022

### **SUMMARY:**

A skilled professional who works directly with the Executive Officer (EO) and provides a wide range of supportive administrative services with minimum guidance, in a confidential manner. This individual must be knowledgeable of all association activities, as well as Hawai'i Island REALTORS® (HIR) policies, procedures, and operations. Assure superior customer service to all association members and the general public, and successful operations of the front office. This position plays a primary role in promoting a professional image and a valued reputation.

### **ESSENTIAL FUNCTIONS:**

#### **Clerical**

- Managing files and records.
- Knowledge of email system.
- Designing forms and handling overall general office procedures.
- Bookkeeping, Accounts Payable/Receivable.
- Answer phone calls, assists members with questions, aids in problem solving, and addresses concerns promptly and effectively.
- Order office supplies as needed, coordinating with EO.
- Open, sort, and distribute incoming correspondence.

#### **Committees**

- Serve as Staff Liaison for committees assigned by the EO.
- Provides secretarial functions that may include recording of minutes and notes, preparation of sign in sheets and agendas, notification of meetings and other duties as instructed by the EO.

#### **Communications**

- Planning, organizing, and directing the association's communications strategies and public information activities.
- Designs forms, flyers, and notices to promote events, educational opportunities, and weekly member updates.
- Communicates with membership important notices and updates, educational opportunities, and other member emails using Constant Contact and social media.
- Assist in editing and maintaining the association website.
- Maintains HIR online calendar of all meetings, events, and classes.

#### **Education**

- Coordinates with EO and Education & Events Coordinator in preparation for class attendance including all aspects of registration, collecting registration fees, registering attendees and preparation of classroom.
- Assists the Education & Events Coordinator to maintain attendance verification for education classes and programs.
- Attends the association's General Membership Meetings and other special events, assisting in set up, preparation and registration of the events.

#### **Membership**

- Assists with new member applications, dues billings and payments.
- Participates in New Member Orientation (NMO), working with the EO as requested and needed.
- Coordinates attendance of NMO and ensures proper dissemination of materials.
- Assists in maintaining an accurate member database and promptly record all additions, changes, and deletions.

## **EXECUTIVE ASSISTANT POSITION**

*Hawai'i Island REALTORS®*

Opening: December 2022

- Inputs all new members into the database system(s) and develop monthly reports of new and terminated members for EO's review.
- Keep members' information current in membership database, lockbox, and M1 systems.
- Assists with general membership functions.
- Assist EO with improving, promoting, and maintaining Business Partnership marketing packages.

### **SentriLock**

- Oversees SentriLock lockbox services and maintain a sufficient inventory.
- Assists EO with members' lockbox subscription, billing, and receipts.

### **QUALIFICATIONS:**

- 3 or more years of administrative experience.
- Knowledge of administrative and clerical procedures and systems.
- Excellent personal computer skills and extensive knowledge of all Microsoft Office applications.
- Proficient in technology, computer programs and maintenance of website and social media.
- Real estate knowledge is helpful but not required.
- Excellent written and verbal communication skills.
- Exceptional listening skills and patience.
- Ability to multi-task and successfully problem solve to naturally project a positive, energetic, and professional image.
- Attention to detail and extremely organized.
- Exceptional customer service and support skills.
- A good team player.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

- Ability to walk, stand, and sit for long periods of time.
- Must be able to lift and carry supplies weighing up to 20 pounds.
- Position may require bending, leaning, kneeling, and walking up and downstairs.
- Ability to speak concisely and effectively communicate.
- Ability to view/enter data for long periods of time.
- Air-conditioned office space.

### **POSITION**

- Full-time in-office, Monday through Friday.
- Weekends and most State and Federal Holidays off.