

The Greater Bethesda Chamber of Commerce

TITLE: Administrative Assistant
REPORTS TO: President, Director of Operations, and Director of Membership
STATUS: Part-time employee – 25.5-hour week
(Tues., Wed., Thurs. – 7:30 a.m. – 4:00 p.m. – ½ hour lunch)
EXEMPT: Non-exempt
SALARY: \$15-17 hour (dependent upon experience)

SUMMARY:

The ideal candidate will enjoy working in a fast paced office environment and will approach this position with responsibility and commitment. We are looking for a team player with a great attitude that enjoys working with people. The duties of the Administrative Assistant will include but will not be limited to performing basic office and administrative tasks, entering member and guest information in our database, assisting with communications and membership efforts, and updating the Chamber's social media. This candidate will also be responsible for the management, growth and promotion of the Chamber's Member-to-Member Discount Program. This person needs to be organized, show attention to detail, and have strong prioritization skills.

RESPONSIBILITIES:

Administration:

Duties will include but are not limited to:

- Answer and direct phone calls
- Greet and welcome visitors, directing them to the appropriate meeting or staff
- Set-up and break-down of meeting space; cleaning up after meetings
- Maintain office space, Board Room, work room and kitchen area
- Maintain calendars and meeting schedules; assist in database entry and management
- Assist in office equipment and supply maintenance and ordering; filing and purchase order management
- Keep lobby displays updated and organized, including new ad placements
- Ship mailings and packages; scan, fax, copy documents as needed
- Draft correspondence and meeting minutes, as needed
- Answer community requests and inquiries; responsible for relocation packages
- Contribute to and encourage streamlined, time efficient, and cost-effective office procedures and management

Communications/Website:

- Responsible for proactively promoting the Chamber and our members through posting Chamber events and programs on community calendars, tracking the Chamber's visibility in the media, and focusing on website optimization.
- Assist in the maintenance of the Chamber's website, continuously updating and posting regular and new information
- Keep member information, non-member information, and committee rosters up-to-date in the database; create new ones, as needed.
- Assist with the coordination of writing and sending the Chamber's email communications. With all other staff, communicate Chamber and member accomplishments through all modes of social media. Maintain and update website and Facebook accounts; create content as required. Responsible for maintaining member requests for inclusion in the Chamber's LinkedIn site.
- Assist in developing advertisements for Chamber events and programs and for member ads on the website; and developing other forms of communication including Members in the News, Success Stories/Testimonials, etc.
- With all staff, responsible for photographing member events, meetings and programs. Responsible for the upkeep of photo database, as well as posting on the Chamber's website and social media.

Research:

- Responsible for internal and external research including but not limited to development of information on prospective members, member surveys, growing the Chamber's Member-to-Member Discount program, and additional research, as needed.

- Member-to-Member Discount program management will include outreach to current member participants regarding their participation; outreach to all other member businesses to participate in the program; management of M2M card production and distribution to all members; development of promotional information on program for participants and member employees; and maintenance of list of discounts on the website and handout materials.

Other:

- Relocation packets: Oversee and manage the upkeep and mailings of relocation packets and the creation of a new relocation packet program with involvement of members, providing non-dues revenue to the Chamber.
- Operations: Assist in the day to day operations and other Chamber programs and activities, assist the Director of Membership with monthly mailings and programs, and assist the Director of Operations, the President and Director of Membership when requested.

JOB REQUIREMENTS:

Education/Experience:

A minimum of one-year experience through full time work or college internships. Professional experience will be considered in lieu of college degree.

General Qualifications:

- Self-starter, detail-oriented, work independently, professional appearance and demeanor with strong customer service skills and professional phone etiquette.
- Excellent written and verbal communications skills and ability to communicate well with Chamber leadership, members, staff and vendors.
- Excellent organizational and time management skills, including ability to set priorities, multi-task, meet deadlines and quick follow-through.
- Proficiency with Microsoft Office, social media platforms and general computer programs, and the ability to learn new software and database applications easily.
- Must be prompt and dependable.

How to Apply for Position:

Qualified candidates who are interested in applying for this position are requested to send a cover letter including salary history along with current resume in one document (pdf) to bccchamber@gmail.com. Please – no phone calls. Thank you.