

## Job Description

**August 2024**

### ADMINISTRATIVE ASSISTANT

**Reports to:** Director of Operations

**Part Time:** Monday-Friday; 5 hours a day 8:30am-1:30pm

**JOB SUMMARY:** If you are a highly organized, detail-oriented office administrator who enjoys bringing structure to an energetic business environment, this is the job for you. Under the direction of the Director of Operations, the **Administrative Assistant** is critical to providing the necessary day-to-day administrative support to the Chamber team and our members. As our first point of contact the Administrative Assistant is responsible for maintaining the professional standards of the organization.

The role and responsibilities of this position include but are not restricted to the following:

- > First point of contact via phone and various emails for the Chamber.
- > Prepare and issue monthly invoicing for membership, sponsorship, events, and other AR as required.
- > Process financial transactions on a timely basis, ensuring compliance with policies.
- > Address any financial inquiries from members.
- > Assist in monitoring and maintaining office supply needs.
- > Assist in the coordination and maintenance of the Chamber's physical office through communication with service contractors (e.g.: maintenance, IT, security, etc.)
- > Maintain CRM database by adding, removing, and invoicing members as needed.
- > Assist in preparation and delivery of membership renewal packages (receipt of payment, etc.).
- > Assist member services with keeping the Member Database up to date with member information
- > Assist member services in the onboarding of new members in alignment with the Chamber's retention plan
- > Assist member services with the administrative components of events and programs as needed
- > Provide administrative assistance and support for Chamber staff
- > Participate in staff meetings and provide input to help team succeed.
- > Other related duties as assigned.

#### Experience, Requirements, and Qualifications

- > Maintenance of a high standard in customer service, communication, professionalism, organization, detail orientation, and privacy/confidentiality practices required
- > Previous experience working in an administrative role required
- > Experience with various software (MS Office) and high comfort level working with CRMs (Customer Relationship Management system) required.
- > General knowledge of accounting and bookkeeping principles and practices an asset.
- > Previous experience/education working in a small but busy environment an asset.

### **Job Specifics**

- > This role is part time 25 hours a week
- > Due to the nature of this position, the role requires working in the Kelowna Chamber Office.
- > Some attendance outside of regular work hours may be required as needed for various events.

### **Benefits of Joining Our Team**

- > Team building is continual but includes at least two staff celebration/outings each year that are organized at the Chamber's expense to celebrate the team and its accomplishments.
- > You will be part of a provincial/national network where career growth is endless.
- > Regular training, coaching, and mentorship on industry best practices and personal skill development is entrenched in annual workplans.

Please submit your resume and cover letter to [colleen@kelownachamber.org](mailto:colleen@kelownachamber.org)

This position will remain open until filled by the most qualified applicant. We thank all applicants for their electronic submissions; however, only those selected for an interview will be contacted.