



# DOWNTOWN LONG BEACH ALLIANCE

## JOB DESCRIPTION

**POSITION TITLE:** ADMINISTRATIVE ASSISTANT

**DIRECT REPORT:** EXECUTIVE ASSISTANT

**REPORTS TO:** PRESIDENT AND CEO

## POSITION SUMMARY

The role of the Administrative Assistant is to support the Executive Assistant in all organizational objectives including but not limited to enhancing and organizing the administrative functions, maximize the operating efficiency of the organization, and achieve organizational objectives. This position will serve as the primary first contact representing the DLBA and members of the public.

## ESSENTIAL TASK AND RESPONSIBILITIES

- Maintain an excellent level of customer service protocols during all interactions with members of the public including visitors to the office, over the phone and via email.
- Answer incoming calls and address questions, resolve problems, route to the appropriate staff member, and take detailed messages in a professional manner.
- Organize, monitor, and update documents as directed by the Executive Assistant.
- Perform clerical needs including maintenance of Customer Relationship Management (CRM) system/data entry, filing, and organizing mail.
- Arrange regular stakeholder mailings using temporary staffing and bulk mail systems.
- Provide direct support to COO including but not limited to scheduling, project management, expense tracking, and other administrative tasks.
- Provide scheduling assistance to Executive Assistant.
- Participate in Committee meetings as needed by preparing agendas and taking meeting minutes.
- Assist Chief Financial Officer (CFO) in bookkeeping/data entry.
- Assist the Executive Assistant in the preparation of meetings, workshops, special events, and promotions for all DLBA Committees and Board of Directors.
- Manage office supply inventory by anticipating needs; Placing and expediting orders and verifying delivery.
- Ensure operation of equipment by completing preventive maintenance requirements; Calling for repairs and maintaining equipment inventories.
- Any other tasks assigned by the Executive Assistant relevant to achieve the objectives and purpose of the position.
- Assist the Executive Assistant and COO in providing administrative support to DLBA departments.
- Administrative tasks as assigned by the CFO such as filing, making bank deposits, coding documents, as well as collecting vendor W-9s.

## **POSITION SPECIFICATIONS**

### **MINIMUM QUALIFICATIONS:**

- High school diploma or GED required and a minimum of two years of office administrative experience required.

### **REQUIRED SKILLS:**

- Must be results-oriented with strong organizational skills; ability to take directions effectively and work well with others, while displaying the capability of working independently with little supervision.
- Possess excellent time management skills with the ability to coordinate and manage multiple projects simultaneously; meet deadlines, adapt to changing priorities while continuing to manage daily operations.
- Familiar with Windows operating systems, including Microsoft Office: Word, Excel, PowerPoint, and Outlook programs.
- Familiar with CRM database systems.
- Professional demeanor coupled with excellent customer service, interpersonal and telephone skills.
- Must be highly attentive to detail, work with a strong emphasis on accuracy.
- Excellent business writing skills with capability to draft own correspondence.

### **DESIRED SKILLS**

- Fluent in written/oral Spanish

### **PHYSICAL REQUIREMENTS**

Reasonable accommodations may be made for individuals to perform these essential functions.

- Remain in a stationary position for approximately 80% of the day.
- Regularly move about inside the office to access file cabinets, office machinery, etc.
- Consistently uses hands to handle, control, or feel objects, tools, or controls to operate a computer and other office machinery, such as a calculator, copy machine, and printer/scanner.
- Occasionally ascend/descend a ladder/step stool to access supplies.
- Occasionally position self to access materials in low height cabinets.
- Communicate information and ideas in a way that others will understand. Must be able to exchange accurate information in these situations.
- Express or exchange ideas by means of the spoken word.
- Observe details at close range (within a few feet of the observer).
- Focus on one source of sound and ignore others.
- Perceive the nature of sounds at normal speaking levels with or without correction.
- Ability to receive detailed information through oral communication and to make the discriminations in tones of those sounds.
- Occasionally lift boxes or equipment weighing up to 20 pounds across office.
- Raise objects from a lower to a higher position or move objects horizontally from position-to-position.
- Must be able to work in a climate controlled, office environment.

### **POSITION ENVIRONMENT**

The Administrative Assistant will work out of the DLBA administrative office in a fast-paced, deadline-driven environment. The Administrative Assistant will interface with all members of the

public including elected officials, business and property owners, residents, community members, government staff, vendors, and professional service providers. This individual may be required to work outside the 8:30 a.m. - 5:30 p.m. workday to staff events and offsite meetings throughout the year. These off-hour occasions are typically planned and known in advance.

Downtown Long Beach is a culturally diverse environment. The DLBA is committed to complying with State and Federal laws including Fair Employment Practice laws, which provide equal opportunity in employment to all persons regardless of race, color, national origin, sex, age, religion, veteran status, or disability.

During COVID-19, the DLBA adheres to all current health orders. This includes but is not limited to, the use of face coverings, office capacity limitations, daily temperature screenings, and at times, remote work.

### **MISSION STATEMENT**

The DLBA is a non-profit organization whose mission is to cultivate, preserve and promote a healthy, safe and prosperous Downtown.

### **COMPENSATION**

Compensation is commensurate with experience which includes medical, dental and vision benefits. Salary range is between \$35,000 - \$40,000 a year. Employer contribution to 401-k. Vacation, sick days, and a monthly parking pass are also included.

### **TO APPLY**

Send cover letter, resume, references, and expectations to Kelsey Mader, Executive Assistant, at [kelsey@dlba.org](mailto:kelsey@dlba.org). No phone calls please, and incomplete packets will not be considered.

9/27/2021