



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 TASKS 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 scheduling assistance to COO and Executive Assistant.
- Participate in Committee meetings as needed by preparing agendas and taking meeting minutes.
- 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 Finance Manager such as filing, making bank deposits, coding documents, as well as collecting vendor W-9s.

POSITION SPECIFICATIONS

MINIMUM QUALIFICATIONS:

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

REQUIRED QUALIFICATIONS:

- Must be detail and 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 beneficial.
- 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 required with capability to draft own correspondence.

POSITION ENVIRONMENT

The Administrative Assistant is a non-exempt employee who will work out of the DLBA administrative office in a fast-paced, deadline-driven environment. The position 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

The Administrative Assistant is a non-exempt employee and compensation range is \$35,000 - \$40,000 commensurate with experience, and includes medical, dental and vision benefits. 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 kelseym@dlba.org. No phone calls please, and incomplete packets will not be considered.

2/5/21