



Connecticut Recreation and Parks Association, Inc.

JOB DESCRIPTION

TITLE: General Office Administrative Assistant
REPORTS TO: Executive Director
HOURS: Part-time, 20-25 hours per week
SCHEDULE: Monday - Friday, anytime between 8:30 am - 3:30 pm - flexible hours & days, employee can choose consistent weekly hours with prior approval from Executive Director. *Hours may fluctuate with advanced notice.*
RANGE: \$18.00 - \$22.00 per hour based on experience
BENEFITS: Part-time positions do NOT include benefits

GENERAL DESCRIPTION:

Under the general supervision of the Executive Director, the General Office Administrative Assistant contributes to the efficient operation of the Association through clerical support by assisting in daily tasks and aiding with projects and event management when applicable. Incumbent will respond to member inquiries via email and phone, process mail, perform data entry, maintain office files, and invoice members for events and services. Incumbent may also be required to provide on-site support for setup, breakdown, and registration at association programs and events in the absence of the Program and Marketing Coordinator or Executive Director. This position will perform other administrative duties as assigned by the Executive Director or Program and Marketing Coordinator. Statewide travel is required. Work hours can fluctuate with advanced notice.

ESSENTIAL DUTIES:

General Office:

- Answer telephones and respond to emails
- Open, distribute, and process mail
- Research member inquiries and respond in a timely manner
- Inventory and order office and event supplies as needed
- Generate memos, emails, letters, forms, spreadsheets, and reports as needed
- Assist in processing, tracking and invoicing group trip consignment ticket orders
- Assist in verifying, shipping, reconciling, and invoicing all Good Any Day consignment ticket orders
- Input event registrations into registration software and track event/program participation
- Proofread all marketing materials and other correspondence as needed including electronic, print, and mobile app(s)
- Create and distribute membership and program surveys
- Distribute all course and program materials
- Fold, stuff, and process all bulk mailings, brochures, and exhibitor registration packets
- Research new contacts to add to the association's marketing lists
- Update content pertaining to general information, consignment tickets, and resources on the association's website
- Correspond with members regarding job postings; upload and remove postings on website as needed

Membership and Financial:

- Create membership renewal invoices and send to members
- Process and track membership renewals and payments
- Create and send member welcome letters and certificates
- Perform membership database maintenance as needed for renewals, non-renewals, and changes
- Maintain member, non-member, and event lists in Constant Contact
- Create and run reports from the member database as requested
- Update non-member lists
- Document certified members' Continuing Education Units and file paper forms
- Create invoices for event registrations and sponsorships
- Copy check payments to invoices and track payments
- Batch Credit Cards

- Complete debit card and reimbursement forms and input into accounting software as necessary

Event Support:

- Assist with all pre-event logistics
- Take photos at events to assist with the association's marketing initiatives
- Travel to offsite programs and events, if needed
- Assist with the set-up and breakdown of offsite programs and events
- Assist with registration and check-in at offsite programs and events

OTHER DUTIES:

- Communicate effectively with all members, volunteers, and association staff
- Manage workflow, ensuring that deadlines are met and work is completed correctly
- Attend staff meetings as required
- Perform other duties as required

CONFIDENTIALITY & CONDUCT:

- Maintain confidentiality of all association records, databases, and information as appropriate
- Observe safe work practices
- Observe state traffic laws
- Represent the association in a professional and courteous manner at all times
- Regularly attends and is punctual for work

QUALIFICATIONS PROFILE:

- Superior customer service and interpersonal skills
- Ability to collaborate and work with others in a group setting
- Ability to read, write, and follow oral and written instructions in English
- Ability to analyze and interpret oral and written materials
- Ability to effectively research, present, and respond to questions
- Excellent organizational, verbal, and written communication skills
- Excellent time management skills and the ability to prioritize work
- Attention to detail and ability to independently solve problems
- Ability to multitask and work in a fast-paced office environment

PHYSICAL/MENTAL REQUIREMENTS:

- Ability to lift objects weighing up to 50 lbs. Must be mobile and able to sit and/or stand for prolonged periods of time. Able to perform skills requiring hand-eye coordination such as but not limited to using a computer and setting up tables and chairs.
- Ability to concentrate on fine detail with some interruption. Needs to attend to task/function for prolonged periods of time. Ability to understand and relate to specific ideas, generally several at a time, and to understand and relate to theories behind several related concepts. Able to remember task/assignment given at beginning of a period of time extending several days and over long periods of time.
- Ability to work professionally with co-workers, supervisors, and association members

MINIMUM TRAINING AND EXPERIENCE:

- Graduation from a college or university with an associate's degree
- Proficiency in MS Office Suite (specifically Word, Publisher, Excel, Access, PowerPoint)
- Knowledge of QuickBooks accounting software
- Knowledge of social media platforms
- Previous experience working in an office environment or event management setting
- OR a relatively equivalent combination of experience and training

LICENSE:

- Statewide travel required; must have a valid driver's license and reliable transportation

NOTE: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility.