

CANTON ASSOCIATION OF BUSINESS AND INDUSTRY

Administrative Officer

Please note: This position pays \$26 per hour. The majority of the work will need to be done during business hours.

Availability for some evening events will be required.

DEFINITION

Position is responsible for assisting the Chairperson in planning and coordinating the activities of the Association

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Meetings:

- Prepares informational packets and agendas for Directors' General and Special meetings, attends all meetings, takes, and transcribes minutes of meetings, maintains records of minutes, and provides follow-up support and assistance as required.
- Distributes packets and agendas to all necessary parties in a timely manner
- Solicits hosts for all Board of Director meetings
- Confirms attendance and location for all meetings to determine the expected level of attendance

Events:

- Organizes the meeting or events by selecting the site, preparing and distribution invitations (print and electronic format)
- Create, distribute, and promote all events using print, electronic, and social media platforms
- Responsible for ordering refreshments and food for all events
- Responsible for processing all invoices related to events, meetings, and membership
- Oversees the set up and breakdown of meeting site
- Recommends measures to improve future meetings
- Maintains strong member and community relations to ensure that meetings and events specifications are communicated and executed successfully

Publicity/Communications:

- Prepares and distributes newsletters, flyers, other marketing material relating to CABI current events, projects, etc for all member and government offices.
- Develops promotional materials for activities including photos, fliers, articles, cable announcements, programs, website, press releases, and monthly announcements,
- Maintains, updates, and posts current information on CABI website

Membership Activities:

- Aid in the onboarding of new members
- Solicits membership input in regards to membership needs, activities, and interests
- Communicates with membership, potential members, regarding CABI activities and events
- Engages with members via phone, email or in person on an as needed basis as indicated by the President and Committee Chairs
- Provides feedback to Board or Directors in an organized manner on ways to improve membership. Feedback generated through round table discussions, surveys, networking

groups, etc.

Administration:

- Maintains online communication and media activities.
 - Follow up on delinquent payments and issues
 - Maintains membership data regarding dues status, address and contact information, representatives, etc.
 - Maintains and distributes membership directory
 - Assists the Treasurer in handling the CABI accounts (as directed by the Treasurer)
 - Answers phone calls and emails; acts as primary liaison with public, and members; responds to inquiries, requests,
 - Screens and sorts incoming mail and prepares outgoing mail and maintains all files related to CABI
 - Attends appropriate Town of Canton meetings (as directed by the Chairperson) and reports the subject matter to the Board of Directors
 - Participates in the 'Business to Education' partnership and similar activities
 - Reports monthly to the Chairperson or the Board of Directors, as directed, on the activities performed during the prior months.
 - Work with outside vendor to maintain CABI website
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- Performs similar or related work as required in all categories stated above

SUPERVISION RECEIVED

Under general supervision of the CABI Chairperson. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The Chairperson provides, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the Chairperson for advice and further instructions. This position has supervisory responsibilities for overseeing volunteers, meeting, activities, and event sub-contractors.

ACCOUNTABILITY

The nature of work assures that errors are usually detected in succeeding operations. Consequences of errors missed deadlines or poor judgment may include time loss caused by back checking by others and slowdowns in the processing of the work. Errors are generally confined to a single department, such as billing or accounting errors and/or failure to check a subordinate's performance.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with public officials, co-workers and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

EDUCATION AND EXPERIENCE

Computer and online media communication skills experience is required. Associate degree, is preferred with a concentration in communications, marketing, business administration or a related field. A minimum of one to three years in the planning and supervision of meetings and events; or any equivalent combination of education and/or experience.

KNOWLEDGE, ABILITY, AND SKILLS

General knowledge of principles and methods for showing, promoting and selling products and/or services online. Knowledge of principles and processes for providing customer and personal service. Knowledge of administrative and clerical procedures and systems such as word processing, managing website, files and records, and other office procedures and terminology.

Ability to maintain complete and accurate records, and work with a long- and short-term scheduling system for the proper allocation of space and resources for events. Ability to coordinate, organize and plan with extreme attention to detail. Ability to deal tactfully, appropriately and effectively with guests, board/committee members, town officials and the general public. Ability to communicate clearly verbally and in writing and to recognize when communication should be referred to the Chairperson. Ability to attend and oversee events that occur at night or on weekends.

Skill in customer service, public relations and oral and written communications. Skill in setting priorities, solving problems and being resourceful under pressure. Skills in managing one's own time and the time of others. Skill in the efficient operation of social media pages.

WORK ENVIRONMENT

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Incumbent may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes and viewing a computer monitor.

To apply or for more information, please email cabi@cantonbusiness.org.