



Position: Administrative Assistant
Reporting to: Chief Executive Officer

Under the direct supervision of the Chief Executive Officer this position provides administrative and secretarial support for all DCBIA team members. In addition to typing, filing and scheduling, performs duties such as financial record keeping, timekeeping, coordination of meetings and conferences, obtaining supplies, coordinating direct mailings, and working on special projects. Also, drafts correspondence and assembles information. Deals with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize and organize diversified workload, recommends changes in office practices or procedures. Responsible for supporting the day-to-day operation of the DCBIA office.

Position Duties include but are not limited to:

- Maintain CEO calendar and responsible for scheduling meetings, logistics and background research;
- Maintain updated Board roster, calendar meetings and provide concierge support;
- Maintain Executive Committee roster and provide concierge support;
- Send notices of Agency Working Group meetings and DCBIA Committee meetings and provide administrative support to leaders as needed;
- Responsible for vendor management and ordering of office and event supplies, gifts, signs, etc.;
- Responsible for securing all catering arrangements in coordination with event lead;
- Responsible for all event registration management – to include ensuring attendee lists are accurate and nametags have been made and space/signage is appropriately set up;
- Responsible for staffing all DCBIA networking and educational events;
- Ensuring the proper input and upkeep of office physical and electronic filing systems;
- Ensuring input into DCBIA's Customer Relationship Management database of updated and accurate information;
- Ensures that DCBIA contacts and business cards are entered into CRM system and appropriate follow up is done;
- Responsible for timely mailing of welcome packet and thank yous to new members;
- Responsible for timely issuance of post event thank yous, gifts; etc. to speakers, sponsors and others;
- Drafts letters and notes for the CEO related to sponsorships, invitations, etc.;
- Supporting the staff in the timely recording of office and business related expenditures;
- Responsible for coordinating with suppliers and vendors;
- Supporting the upkeep of all physical space;
- Serves as point of contact to landlord and building personnel;
- Ensuring adequate supplies of all stationery, supplies and office equipment;
- Responding to customer inquiries (via telephone, mail and in person);
- Responsible for doing research projects, collecting data as assigned;
- Responsible for minor website updates in coordination with Senior Advisor;
- Providing administrative support to all other DCBIA staff as requested;
- Attending conferences and training as required;
- Performing other duties as required.

Performance Measures for Administrative Assistant:

- Displays excellent levels of customer service in all interactions;
- Information requested from and received is responsive, timely and accurate;
- Responds to all internal and external customer requests within pre-established deadlines;
- Manages time and tasks responsibly, is self-motivated and does not require high level of direction and supervision;
- Typically displays willingness to collaborate, learn and assume other duties and increased responsibilities.

Competencies:

1. Technical capacity (degree of digital literacy in addition to office equipment and software proficiency – Word, Excel, PPT, and CRM software skills preferred).
2. Personal accountability and willingness to learn.
3. Thoroughness and accuracy.
4. Collaboration Skills.
5. Oral and written communication proficiency.
6. Flexibility in scheduling.

Position Type and Expected Hours of Work:

This is a full-time position and telework will not be available. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m.

Required Education and Experience:

A minimum of five years of administrative experience or a combination of Bachelor's degree and work experience.

Preferred Education and Experience:

Associate's degree at a minimum.

Send resume and cover letter to info@dcbia.org.