



Administrative Support Specialist Job Description

The Administrative Support Specialist provides operational, membership and meeting support services essential to the day-to-day operations and long-term success of the organization. The position reports to the Executive Director. Major responsibilities are performed under the general direction of the Member Engagement Manager and in close collaboration with other staff. The description below provides a general overview of duties. Other duties may be assigned as needed to ensure smooth operation of the organization.

This position is part-time, 20-hours per week. No benefits or PTO are offered for this position.

Database Administrative Support (approximately 30% of activities)

- Performs complete and accurate data entry applicable to records tracking and management
- Maintains membership database and e-mail distribution lists
- Researches returned e-mail and updates database
- Assists with logging, receiving and processing event registrations and payments
- Assists in the preparation of membership and financial statistical reports to determine overall effectiveness of NCHICA activities and operations

Member Support (approximately 30% of activities)

- Professionally represents the organization as the point of contact for general inquiries about the organization
- Maintains professional, effective communication with members, customers and staff
- Responds to inquires needed to resolve problems in order to maintain quality member services and records management standards

Meeting Support (approximately 30% of activities)

Provides in-office Meeting Support under the direction of the Membership Engagement Manager

- Attends all in-office work group meetings to ensure A/V is operational and effective (approximately six per month)
- Prepares and maintains conference room to support meeting and cleans up at the end of each meeting
- Ensures A/V and food and beverage requirements are met
- Supports immediate needs of meeting guests in person and remotely

Provides Conference and Forum Support under the direction of the Events and Communications Manager

- Attends all conferences and forums (approximately four per year. In-state travel may be required)
- Assembles badges, creates meeting packets, packs and labels supplies, etc.
- Assists with speaker follow-up (e.g., register, send presentations)
- Posts presentations to NCHICA website
- Prepares conference laptops for event (make sure working properly, upload final PPT presentations)
- Works at registration desk during event (hand out badges, process walk-on registrations)
- Assists with conference app set-up and maintenance during the conference
- Assists with conference signage during conference
- Monitors sessions as needed during conference



Office Support (approximately 10% of activities)

- Supports daily operations of the office including mail pick-up and banking deposits
- Executes reception desk essential functions, including answering phones, returning emails promptly, assisting office guests
- Maintains inventory of supplies and ensures office equipment (computer systems, phone systems, copies systems, etc.) is working properly and schedules maintenance if needed.
- Supports managerial staff as needed

Submit your resume to admin@nchica.org.