

ADMINISTRATIVE AND COMMUNICATION OFFICER

Position: Administrative and Communication Officer	Supervisor: Manager, SBDCBelize
Current incumbent:	Department/Unit: HR & Administration
Division: Corporate Services	Level: Officer
Location: Belmopan	Last revised:
PRIMARY FUNCTION: As the first point of contact, the Administrative Assistant must exhibit the attributes of the organization. The Administrative Assistant must provide, at all times, a welcoming and professional attitude to all clients and guests. As an administrative assistant to the Manager of Corporate Services, the Administrative Assistant must execute with precision secretarial and organization skills, and performs administrative and office support activities for other organizational supervisors.	
ESSENTIAL DUTIES & RESPONSIBILITIES: <u>Administrative Assistant:</u> • Responsible for the supervision of staff attendance registry; • Responsible for management of vehicle mileage, inclusive of reporting; • Assists in the supervision of staff travel duty matrix/files; • Assists in the supervision, maintenance, and administration of staff leave (Holiday, Travel Duty, Sick, Special) registry; and disseminate out-of-office notices to staff; • Responsible for receiving and welcoming visitors, guests, and clients, and for providing basic guidance to visitors, guests, and clients; • Processes and logs incoming/outgoing faxes/mail; and file and/or forward correspondences to relevant folders/persons; • Answers telephone calls, respond to basic queries, and direct callers to relevant persons; • Responsible for management of unit's equipment usage log; • Responsible for procurement of all office supplies and other inventory necessary for daily day to day operations, or as requested by Manager; • Responsible to submit inventory and equipment reports; as needed, • Responsible to oversee petty cash for the Centre, following the relevant procedures; • Ensure that fuel orders and PO book are available, and that they are administered properly; • Responsible to ensure that office procedures are adhered to, from use of conference room, to proper maintenance of office assets; • Assist in coordinating Centre's meetings, ensuring that all relevant resources are needed; • Assist in minute taking for meetings and reporting as needed; • Responsible for overseeing that office supplies and equipment, inventory and all resources are properly stored and organized in a user friendly manner; • Provides administrative assistance to both the Manager, and team; <u>Centre's Procedures Assistance Responsibilities</u>	

1. Assist in scheduling meetings for clients with Business Advisors (accessing the calendar of Advisors);
2. Responsible for Manager's schedule-i.e. scheduling meetings, and corresponding with stakeholders on the manager's behalf as needed;
3. Oversees appointments/schedules and making travel arrangements and budgets;
4. Provides quality customer service and responds to inquiries about the SBDCBelize and BELTRAIDE services;
5. Maintain confidentiality at all times especially on clients' records;
6. Maintains all filing systems, allowing for a user-friendly access to files and documents;
7. Assist in executing trainings, in areas that are applicable or when needed;
8. Review and implement a Customer Service Strategy that will represent SBDCBelize Core Values, Mission, Vision and Objectives,
9. Assist, in the absence of the Client Management Officer with the initial screening process of the clients; and entering clients/pre-clients into the Centre's CRM; inclusive of other client entries such as Client Growth Assessments, reports, milestones and all other CRM function;
10. Responsible for the supervision of the Janitor;
11. Assists in national promotion of the Centre and client recruitment; with the objective to increase clients, increase revenue, and meet Centre's operational goals and objectives;
12. Assist Manager in weekly quality assurance by tracking and overseeing that entries into Client Management System (NEOCats) are consistent, and accurate as per Reporting Procedures;
13. Assist Manager in oversight of SOPs implementation;
14. Assist Client Management Officer to ensure that advising, training and promotion material print quantities are consistently available;
15. Responsible to ensure that welcome folders, and other tools are available in print for proper use and dissemination;
16. Assist in the updating of all administrative policy manuals (personnel, vehicle usage, procurement, etc.); Centre's procedural forms, Standard Operating Procedures; and advises his/her direct report on administrative improvements;

Communications Responsibilities:

17. Assist Marketing & Information Unit at BELTRAIDE, in the updating and printing of SBDCBelize Marketing Collateral, and centre's forms (both print and electronic), ensuring that branding is followed;
18. Assist to promote and coordinate events, inclusive of centre's trainings, workshops, meetings, outreach to clients/partners, out district promotional outreach; Centre's participation in expo, trade shows, and other external events for SBDCBelize, in an effective and timely manner;
19. Assist Manager to maintain and foster stakeholder relation;
20. Assist in updating of events and PD matrix in the CRM (NeoCATs) for reporting purposes to Manager;
21. Collaborate with the Marketing & Information Unit to develop Centre's Media campaign, as needed;
22. Collaborate with the Marketing & Information Unit in the updating and maintaining all of SBDCBelize's social media platforms, including website, blogs, Facebook, and mass mailing;
23. Assist advisors, in the absence of Client Management Officer, and when required in specific research/data collection in order for Advisors to effectively carry out advising sessions;

Other Tasks assigned:

1. Any other duties assigned by the Managers

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements that follow are representative of the knowledge,

skill and / or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience

- Associates Degree in Business Administration or related field
- Minimum of one (1) year of administrative experience and / or training
- Certificate in File Management

Knowledge & Skills

- Computing skills including MS Office Suite and Internet Explorer
- Excellent interpersonal skills
- Excellent communication skills both written and verbal format
- Excellent telephone etiquette
- Must have customer friendly attitude
- Ability to work diligently in completing work
- Ability to manage complexities, shifting priorities and able to work effectively without constant supervision
- Valid driver's license

Key Competencies & Attitudes

- Team player
- Self-starter
- Flexible
- Multi-tasker
- Dependable
- Honest
- Mature
- Sound work ethics
- Detail oriented

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the incumbent is regularly required to sit and

reach with hands and arms. The incumbent is occasionally required to walk, use hands or fingers, handle, or feel objects, tools or controls, stoop, kneel, crouch and talk or hear.

The incumbent must occasionally lift and or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The incumbent will have his/her own office area and will be equipped with standard office equipment. The office will be at a moderate temperature with a noise level of low to moderate. The incumbent is required to work a standard work week (40 hrs.); however, there may be times when he/she will be required to work evenings, weekends, and overtime to accommodate activities that are directly related to BELTRAIDE.