



Operations Specialist

The Tacoma-Pierce County Chamber is the voice for business and a catalyst for prosperity. We stimulate activity in the South Sound to create a business climate that supports all sectors of our economy. The Chamber works at local, state and federal levels to represent business interests, ensuring that the South Sound remains a desirable place to build and grow business.

The Tacoma-Pierce County Chamber is seeking to grow our team with a position to support the Chamber as it fulfills its mission to make the South Sound the best place to do business in Washington state.

Summary

The Operations Specialist is a key part of the Chamber organization. This position is responsible for analyzing and streamlining organizational processes, working to improve quality, productivity and efficiency within all departments. Under the direct supervision of the CEO/President this position provides administrative support for the Executive team including involvement with the Chamber Board of Directors, Downtown Tacoma Partnership Board, World Trade Center, Manufacturing Industrial Council, Spaceworks.

Essential Duties

Executive Support

- Acts as a liaison with outside agencies, including high-level staff such as CEOs, presidents, senior vice presidents and chiefs. Handles confidential and non-routine information and explains policies when necessary.
- Answer phones and manage calendar for Executive Team as necessary. Take messages and field answers to all routine and non-routine questions from members, public, staff or board.
- Works independently and within a team on special nonrecurring and ongoing projects. Acts as project manager for special projects, at the request of the Executive Team, which may include planning and coordinating multiple presentations and disseminating information.
- Respond to requests for information with complete written responses or replies by phone or e-mail. This includes writing and design of general correspondences, memos, charts, tables, graphs, business plans, etc. Proofreads copy for spelling, grammar and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.

HR & Accounting

- Assist our contracted accountant with Quickbooks entry, filing, record retention, vendor billing and payment processing. Additional activities include copying check requests and sending to accounts payable, mailing of checks, filing of documentation.
- Act as the Human Resource representative to Chamber staff handling confidential information, onboarding and termination procedures, non-routine information and explaining policies when required.

Office Operations

- Internal staff scheduling of special activities, travel, meetings, conferences, programs, projects and department activities.

- Primary individual involved in maintaining and supervising vendors and others concerning office equipment & supplies, phone, computer and tech support, general office scheduling and appearance, janitorial service and building maintenance & security.
- Retrieves information from company files when needed, this includes establishing or developing systems, and maintaining and updating current filing for the executive team and projects assigned.
- Assist with IT needs and coordinating with our consultant by troubleshooting computer, telephone, printing, scanning needs and issues.
- Member service activities such as member outreach, data management, retention, event registration, and billing as needed.
- Works in cooperation with other staff to cover phones and office presence, as needed.
- Create office procedures for daily activities related to all chamber departments, membership and basic office function.

Competencies

- | | |
|---------------------------------------|------------------------------|
| 1. Technical Capacity | 4. Collaboration Skills |
| 2. Personal Effectiveness/Credibility | 5. Communication Proficiency |
| 3. Customer Service | 6. Project Management |

Supervisory Responsibility

- This position has no supervisory responsibilities.

Work Environment

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

- This is largely a sedentary role; however, typical office work is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type and Expected Hours of Work

- This is a full-time non-exempt position

Compensation

- | | | |
|-------------------------|-------------------|------------------------------------|
| • \$40,000 annually | • 401K with match | • 10 paid holidays |
| • ORCA Card | • Dental | • Voluntary Supplemental Insurance |
| • Paid Time Off Accrual | • AD&D | |

Travel

- Minimal travel is expected for this position.

Required Education and Experience

- Associate Degree
- One year of administrative experience.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook), Dropbox

Preferred Education and Experience

- Bachelor's Degree
- Three years of related experience
- QuickBooks
- CRM proficient

Additional Eligibility Qualifications

Provide three current or former references relevant to scope of posting

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Please email the following materials to HR@tacomachamber.org

- Cover letter explaining how you learned of the position and reason of interest
- Resume highlighting relevant education, experience, knowledge, skills and abilities
- Three professional references
- Brief professional writing sample on a topic of your choice