



## **SMALL BUSINESS ASSOCIATION OF MICHIGAN JOB DESCRIPTION**

### **SUMMARY**

Provides general office support by performing a variety of governance, operations, facilities management and light bookkeeping duties to support the overall operations of the organization.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### Administration

Primary organization contact for all telephone activity, including managing the Microsoft 365 Business Voice cloud-based call service which relies on Microsoft Teams as the phone connection point.

Greets and directs visitors to the association.

Distributes mail to all employees during assigned office days.

Assists with and executes mailings on behalf of the organization.

Prepare bank deposits using a remote deposit machine and deposits to be taken to the bank. Volume per day can range from 10-20 checks. Requires basic knowledge of banking and attention to detail as payments are applied to a variety of sources. This duty includes distributing processed checks to the proper department and maintaining scanned checks for a 60-day period.

Accurate and timely data entry on existing Excel spreadsheets and the membership database to track a variety of payments and contributions received by the organization. This includes accounting for PAC I and PAC II contributions, data which is used by several SBAM departments. Work with campaign finance contractor on researching and updating compliance data for filings with the Department of State.

Coordinating business correspondence such as letters, memos, forms, policies and procedures, meeting notices, agendas and minutes. This duty may include handling of confidential information.

### Operations

Support a variety of internal and external meetings including scheduling, managing RSVP's, meeting logistics (food, beverage, A/V), preparing name badges and other meeting collateral for SBAM colleagues as it relates to event management and execution. Additional responsibilities may include event set up and being present at event to provide support.

Support liaison with the Association's information technology support vendor. This includes monitoring open tickets, reviewing proposals for new equipment and services, managing new and departing employee network setup.

Update Impexium, SBAM's membership database system with Board and Committee member terms and changes.

Maintain contracts, coordinate customer service requests, billing issues and troubleshooting with telephone, cable, internet service providers, leased equipment contracts and maintenance agreements.

Manage office maintenance needs with building manager and external contracted services. This may include internal window washing, carpet cleaning, furniture and appliance repair and maintenance.

### Governance

Primary manager of BoardPaq, the organization's electronic portal for Board of Directors meetings. This includes maintaining the directory of participants, assigning user rights, and keeping all documents current that Board members reference.

Maintain the master copy of Association Bylaws, Policy and Procedure Manual, Strategic Plan and corporate minute books.

### **OTHER DUTIES**

Occasionally disburse petty cash to employees.

Record mail machine and copy machine counts at the end of each month for use by the finance department.

Main account manager for SBAM's FedEx account and coordinate other package pickup and deliveries.

Conduct supply inventory and order supplies on at least a bi-monthly basis. This includes office supplies ordered by individuals and for the copy machines, mail machine and printers.

Assist with maintaining a master group calendar in Outlook for SBAM functions and external use of all meeting rooms. Assist with the setup of organization meetings include:

meeting notices and attendance responses, coordinating catering, supplying refreshments and assisting with audio visual needs.

Assist with collating and distribution of a variety of internal documents such as: name badges, mass mailings and marketing materials.

Other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **MINIMUM REQUIREMENTS**

### **1. Skills/Knowledge**

Must be able to manage and answer the Microsoft 365 Business Voice phone system, have a pleasant speaking voice and command of the English language.

Must have high level of proficiency with computer software applications in Microsoft Office 365 Suite (Word, Excel, Outlook, Power Point, SharePoint and Teams). Will need to become proficient using the organization's membership database, Impexium .

### **2. Experience/education**

Minimum two-year associate's degree in a related field and at least five years experience in an executive or administrative level position required.

### **3. Physical effort and dexterity**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands and fingers on telephone keypad and computer keyboard. The employee is required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds.

### **4. Work environment and scheduling**

The regular work environment results in little to no exposure to heat, cold, dust, loud noise or chemicals. This full-time position works in a hybrid environment, working remotely and in the SBAM headquarters office, preferably three days per week.

To apply, please send a resume and cover letter to Ann Parker, Chief Operating Officer at [ann.parker@sbam.org](mailto:ann.parker@sbam.org). This position is posted on LinkedIn and you may also apply there.