

ADMINISTRATIVE ASSISTANT

Tennessee REALTORS®

Job Summary

Handles administrative duties required by the Association in order to provide superior services to members. This position reports to the Executive Assistant and the Finance Director. (Non-Exempt Employee)

General duties include but are not limited to:

- Answer all incoming calls in a timely manner and responds to phone inquiries by determining member's needs and specifications for referral to appropriate department.
- Greet members/visitors and assist as needed.
- Delegate and follow up technology hotline questions.
- Process annual dues billing and assist in maintaining membership records.
- May assist Department Heads in committee meetings by taking minutes, etc.
- Keep kitchens and all public areas clean at all times.
- Make and maintain tent cards for all in-house functions.
- Maintain workroom and ensure sufficient supplies needed for copiers, printers, etc.
- Assist with set-up and cleanup of in-house functions.
- Maintain inventory of office and kitchen supplies.
- Assist with overflow work, including word processing, data entry and Internet research tasks of all departments.
- Assist in making copies and putting materials together for committee and other meetings upon request.
- Take mail to the post office from time to time.
- Performs accounting transactions such as posting to general ledgers, account reconciliation, verifying accuracy of accounting documents and codes, and journal entries. May also work with volunteers and members regarding invoices and receipts.
- Process and assists in the dues billing including (but not limited to) advanced finds, billing, reminders, secondary members, and non-members dues billing.
- Process payables and cut checks every week.
- Process payments received through mail using remote deposit system.
- Process in-house credit card payments/credits.
- Maintain vendor and accounts receivable files
- Verify and process refund requests.
- Maintain record of categorized accounting storage files.
- Manage and balance company petty cash account.
- Enter and post payments to the membership accounts.
- Maintain vendor on-line master files.
- Maintain vendor records for yearly 1099 and W-9 submission.
- Summarize daily e-commerce deposits and post to general ledger.
- Prepare journal entries as assigned.
- Process annual dues billing and assist in maintaining membership records.

- Ensure the office is properly closed at the end of the day.
- Works independently and within a team on special nonrecurring and ongoing projects.
- Perform such other duties as requested by the Chief Executive Officer, Member Engagement Director and the Finance Director

Required Skills/Accreditations

- Organizational Skills including the ability to multi-task.
- Strong Computer literacy with emphasis on Microsoft applications and data management applications. Mac experience strongly preferred.
- Proficient with Quickbooks online.
- Has an understanding of the process of a volunteer organization.
- Must be a good project manager.
- Must be attentive and creative, possess the ability to work with and adapt to all types of people and exhibit patience.
- Must be skilled as a communicator, have strong interpersonal skills. Ability to clearly and pleasantly communicate both verbally and in writing with members, management and co-workers, both in person and by telephone.
- Must be self-motivated and ability to have initiative and work independently.
- Ability to maintain confidential information.
- Fosters and contributes to a positive team environment. Must be a team player and contribute positive energy.
- Ability to produce professional documents with minimal amount of errors; includes spelling, punctuation and grammatical errors.
- Ability to work cohesively with co-workers both within and outside of your department.
- Ability to work well under pressure, dealing with many member requests/questions within a short period of time.
- Customer service oriented with a desire to create memorable member experiences.
- Ability to use various office equipment, including but not limited to, calculators, photocopiers and facsimile machines.
- Must be able to lift 20 to 40lbs.

Preferred Skills/Accreditations

- College degree in related field preferred or Associate degree in Accounting
- Previous administrative support experience preferred.
- Two plus years of experience preferred. REALTOR® Association experience a plus.

Hours

- **8:30 a.m. - 4:30 p.m. M-F**

Additional Salary Information: Must send cover letter, resume, and salary requirement to: employment@tnrealtors.com (Only complete applications will be considered).