

ADMINISTRATIVE ASSISTANT Tennessee REALTORS®

Job Summary

Handles administrative duties required by the Association to provide superior services to members. This position reports directly to the Member Engagement 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 secondary membership applications, assist in annual dues billing, and 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.
- Works independently and within a team on special nonrecurring and ongoing projects.
- Perform such other duties as requested by the Chief Executive Officer and Member Engagement 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.
- Understands 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.
- 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 number 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

- High school education required, college degree in related field preferred.
- Previous administrative support experience preferred. REALTOR® Association experience plus.

Hours

- **8:00 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).