

ADMINISTRATIVE ASSISTANT (AA)

JOB DESCRIPTION



July 2019

MISSION

The primary responsibilities of the Administrative Assistant (AA) are to provide administrative support to Leadership, Operations and Sales teams, provide phone and email customer service to clients, greet office visitors and manage deliveries, support registration activities, and support project/conference teams in the planning of events. The Administrative Assistant (AA) is a full-time position reporting to the Director of Operations.

The AA will prepare correspondence, mail merges, schedule appointments, and answer phone calls and emails. Specific to the sales and marketing function of the company, the AA will conduct background research, data entry, prepare and maintain lists, coordinate client functions and other activities related to the overall sales efforts.

A portion of the AA's time will be to support the Conference Management teams in the planning and implementation of events. Responsibilities will include managing registrations and membership activities, coordinating name tags and delegate packages, preparing onsite supplies, managing internal rental equipment inventory, shipping, onsite event and registration support, and other aspects of planning as required.

The AA enjoys working in teams, has excellent communication and data management skills, and thrives in a fast-paced environment where many projects are being planned simultaneously. This position is based in Edmonton, with some travel required.

ACCOUNTABILITIES

Administrative & HR Support

- Preparing correspondence and schedule appointments in support of leadership
- Phone calls and emails as needed to support leadership
- Manage files and templates ensuring documentation is current and relevant
- Ongoing documentation of procedures and accountabilities
- Client hosting
- Create job postings, track submissions, communicate with candidates and schedule interviews.
- Manage Customer Satisfaction submissions and track results
- Other duties as may be assigned

Membership & Customer Service

- Association membership support
- Coordinate customer service activities to maintain defined service levels
- Support membership promotions and engagement
- Build reports and manage mailing lists



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Registration & Project Support

- Assist in building forms and reports within registration & abstract platforms
- Coordinate all Customer Satisfaction surveys and reports
- Processing sponsor and registration payments and updating databases
- Preparing and researching contact lists
- Supporting project managers as required
- Answering phones, responding to phone and email enquiries
- Coordinating, preparing, and printing badges and delegate packages
- Organizing supply boxes and shipping
- Execute events on-site, travel to event destination, and prepare materials, equipment and schedules.
- Other duties as may be assigned.

Sales and Marketing Support

- Updating the sales pipeline using BUKSA's CRM system
- Assisting in preparing quotes and proposals
- Maintain contacts databases
- Draft correspondence
- Prepare and distribute promotional materials
- Research background information
- Other duties as may be assigned.

KEY COMPETENCIES

Adaptability	Customer Service	Accuracy	Judgement
Critical Thinking	Initiative	Self-Awareness	Decision Making

OTHER REQUIREMENTS

- Excellent written and verbal communication
- Superior data entry and organizational abilities
- Experience with Microsoft Office (Word, Access, Outlook, PowerPoint and Excel) and databases
- Ability to actively and consistently represent the values and goals of the company
- French speaking and writing abilities considered an asset
- Driver's license and own vehicle an asset
- Some travel required

APPLICATIONS

To apply, complete the Career History Form on the BUKSA website (www.buksa.com/Careers), and email it along with a cover letter and resume to careers@buksa.com.

Applications submitted without the Career History Form will not be considered. Only applicants selected for an interview will be contacted. We look forward to hearing from you!