

Office Administrator

Role Details

Department:	Programs & Operations	Date:	November 2023
Reports to:	Membership Coordinator	Direct Reports:	

Job Purpose

The Office Administrator plays a pivotal role in BCWF's operational processes. This is a client-facing role that assists the Membership Coordinator with various administrative tasks such as responding to inquiries via phone, email and in-person meetings. This role requires a high attention to detail and proven multi-tasking skills. The Office Administrator may be called to assist other departments with their administrative needs as directed by the Membership Coordinator or Director of Programs and Operations. Some of these tasks may involve events such as trade shows, member-related events and internal events.

This position will be 100% in-office.

Core Responsibilities

- Answering member inquiries via phone calls, emails and walk-ins.
- Updating the CRM and other databases with information regarding invoicing, member details and managing deadlines for renewals.
- Assists with courier and mailings pertaining (but not limited) to membership packages and supplies for the BCWF.
- Coordinate with accounting and finance on Accounts Receivables.
- General office administration tasks such as ordering supplies
- Assisting the BCWF team with registration and processing of BCWF Memberships and Programs
- Understands and supports the vision, mission and goals of the BCWF through conduct and awareness of the organization's policies and procedures
- Attend BCWF programs and events as required
- Other administrative duties as assigned

Competencies and Skills

- Minimum 2 Years experience as an administrator in a fast paced office environment
- Exceptional Microsoft Office skills and experience with CRM and ERP systems
- Knowledge of Adobe
- High attention to detail with a high level of accuracy and efficiency
- Ability to multi-task under time constraints
- Ability to work independently and collaboratively in a dynamic group environment

Education:

- University degree in related discipline.