Position: Administrative Assistant, Membership & Administration
Department: Membership and Administration
Exemption Status: Nonexempt
Position Reports to: EVP & Chief Administrative Officer/CFO and Director, Membership & Corporate Events

General Description
The administrative assistant is responsible for providing administrative support to the membership department. Areas of support include: database management, monthly reporting, sales and service correspondence, meeting minutes, itineraries, answering phones and handling general inquiries from members. The administrative assistant is also responsible for providing executive administrative support to the EVP & Chief Administrative Officer/CFO.

Primary Responsibilities (include, but are not limited to)
Membership
- Maintain all member profiles in CRM and make changes to company contact information, individual contact information for those associated with account and products/service category changes
- Process new member applications to ensure all information in the database is correct
- Submit monthly billing report to accounting and communicate with members
- Send out monthly overdue emails to members and follow up with phone calls
- Submit monthly reports of dropped/cancelled members (with reason) & reinstated members
- Communicate all account status changes with accounting
- Maintain aging report, communicate with members that are overdue (30,60,90)
- Coordinate member participation with MarketPlace & Savings in the City programs
- Coordinate Membership Committee and Membership Orientation meetings (maintaining an accurate list of committee members, sending out meeting invitations, typing agendas, transcribing notes, ordering catered meals, etc.)
- Create and send out monthly Membership reports to ACVB staff, Membership Committee and Visitor Centers
- Assist in the coordination of ACVB Industry Briefings, Connect events, FMO Trainings, Annual Meeting and Atlanta Hospitality Hall of Fame (name badges, volunteers, greeting, catering, registration, room set up, and ticket database)
- Provide general administrative support to membership team
- Maintain committee lists
- Assist with FMO questions as available
- Send new members welcome packets
- Assist with ACVB publications to ensure member information is listed correctly
- Request and receive orders through Bill.com
- Maintain and request department supplies and materials

EVP & Chief Administrative/CFO Office
- Provide executive administrative support to the EVP & Chief Administrative Officer/CFO

Qualifications
- Minimum high school diploma, Bachelor's degree in hospitality or a related field strongly preferred
- Minimum one-year of experience in an administrative support role, preferably in the hospitality industry
- Excellent communication skills (written and verbal)
- Proficient in Microsoft Outlook, Word, Excel and PowerPoint
- Excellent organization skills
- Ability to work under pressure
- Ability to concurrently work on multiple projects
- Team oriented
- Ability to work a flexible schedule to include some early mornings, evenings and weekends
**Core Competencies**
- Communication skills
- Critical thinking/problem solving
- Industry and department job knowledge
- Organizational skills
- Teamwork
- Customer service skills

**Additional Information**
- Work hours (select one of the following)
  - Monday – Friday (moderate early morning, late evening, and weekend work)
- Work environment
  - Standard, temperature controlled office environment with moderate, office noise level
  - During off site meetings and events, work environment changes depending on location: hotel, restaurant, convention facilities, airplane, and related travel and event venues
- Physical requirements (please circle the appropriate lifting requirement and walking, driving if required)
  - Light lifting of 5 to 10 lbs
- Travel
  - Frequent offsite local travel to meet with Atlanta based members and attend department events