



## **Job Description**

### **Front Office Coordinator & Leadership Ashland Liaison**

**Classification** – Part-time, Non-Exempt

**Reports to** – Director of Operations

**Date** – May 1, 2023

SUMMARY – This position provides support to the staff of the Ashland Area Chamber of Commerce and Leadership Ashland Program to effectively carry out the mission and Strategic Plan of the organization. Routine and non-routine duties include projects, handling confidential information, as well as planning, prioritizing, and organizing a diversified workload.

1. Organizes and prioritizes large volumes of information and calls, then refers to the appropriate staff for response/completion.
2. Takes messages or fields/answers all routine and non-routine questions.
3. Receives the public and answers questions, in person and by the central telephone system; responds to inquiries from citizens and visitors and refers to appropriate people.

ESSENTIAL FUNCTIONS – Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

4. Serves customers by backing-up staff to answer questions; forward messages; assist with community-related questions from the public, phones, etc.
5. As a backup, processes Certificates of Origin for members
6. General office upkeep – organizes/maintains inventories, orders display rack contents, office supplies, kitchen supplies, etc.
7. Assists staff with projects and events.
8. Assists staff with the event processes such as: set-up and tear-down, raffle prize collection, communications, etc.).
9. Receives, sorts, and distributes incoming mail to appropriate staff members for processing. Prepares outgoing mail.
10. Works with Director, Leadership Ashland Facilitator, and staff to organize each class year of the Leadership Ashland program including communications with current class members, host sites, and event planning.

### COMPETENCIES (Knowledge, Skills, and Abilities)

1. Maintains high standards of ethics and integrity
2. Trustworthy, effective, and credible
3. Able to take direction and completes tasks as assigned

4. Able to get along with all types of people
5. Is a collaborator and a team player
6. Flexible and adaptable
7. Self-motivated and efficient, takes initiative
8. Productive and uses time management skills
9. Professional in appearance
10. Excellent interpersonal communicator
11. Able to speak in public
12. Excellent problem-solving skills
13. Maintains exceptional quality
14. Highly organized and detailed
15. Able to maintain composure in all situations with team members, members, and community members
16. Excellent working knowledge of Microsoft Office products
17. Decisive when necessary
18. Capable of leading others
19. Able to troubleshoot minor IT issues
20. Excellent knowledge of the local and regional area
21. Uses project management skills
22. Effective writing skills
23. Able to operate all in-house office machines

SUPERVISORY RESPONSIBILITY – This position has no supervisory responsibilities but may help guide and direct interns and volunteers.

WORK ENVIRONMENT – This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copiers, fax and folding machines, and filing cabinets. While also performing the duties of this job, the employee is frequently exposed to the work environments of other businesses.

PHYSICAL DEMANDS – While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing most days. The employee must frequently lift and move items weighing 10 pounds or more.

POSITION TYPE AND EXPECTED HOURS OF WORK – This is a part-time position (20 hours per week) with days and hours of work to be Monday through Friday with a one-hour lunch. Some flexibility in hours is allowed, but the employee is expected to work during the meetings and events planned by this organization which may, at times, not fall within the above stated hours.

TRAVEL – Local travel is expected. Seldom will state and regional travel occur.

EDUCATION, EXPERIENCE, AND ELIGIBILITY REQUIREMENTS

1. Associate degree, Bachelor’s degree, or commensurate experience in Business, Marketing, or a related field
2. Applicable business experience for a minimum of three (3) years required
3. Resident of the area for a minimum of five (5) years required

AAP/EEO STATEMENT – It is the policy of the Ashland Area Chamber of Commerce to ensure equal employment opportunity in accordance with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years old or more), military status, or veteran status is illegal.

OTHER DUTIES, TASKS, AND RESPONSIBILITIES – Please note that this job description is not designed to cover or contain a comprehensive listing of duties, tasks, or responsibilities that are required for the employee to successfully perform in the position. Duties, responsibilities, and activities may change at any time with or without notice.