



Office Administrator

Hayward Area Chamber of Commerce Mission Statement: The Hayward Area Chamber of Commerce, Inc. is organized to advance the general welfare and prosperity of our businesses, communities and organizations.

Overview: The position operates in a professional office environment and will perform a variety of administrative, clerical and bookkeeping duties. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets. Additionally, working within a small team environment will allow opportunity to be involved in many aspects of serving our members and community. The Office Administrator reports directly to the Executive Director.

Responsibilities:

- Accurately record all day-to-day financial transactions of the chamber using QuickBooks accounting software including payroll, accounts payable and receivable, invoicing, deposits, reconciling accounts, tax payments and ensuring legal requirements compliance.
- Send and receive correspondence to/from the public and chamber of commerce members via phone calls, emails and social media.
- Answer customer queries and provide general support to visitors.
- Maintain electronic and hard copy filing system.
- Complete requests for information and data.
- Resolve administrative problems and inquiries.
- Prepare and modify documents including correspondence, reports, drafts and emails.
- Open, sort and distribute incoming correspondence.
- Produce monthly membership reports.
- Manage Chamber of Commerce Gift Certificate Program.
- Ensure accuracy of member information in appropriate databases and programs.
- Proofread and edit copy for spelling, grammar and layout.
- Maintain office supply inventories.
- Coordinate maintenance of office equipment.
- Oversee production of annual Shop & Dine Guide and coordinate ad sales for Hayward Lakes Vacation Guide.
- Maintain website job board of members' position openings

- Create and send electronic calendar invites for various chamber related meetings.
- Schedule/send marketing emails.
- Other duties as assigned by executive director or assistant director.

Key Attributes:

- Customer service orientation, including the ability to actively listen and devise solutions for a diverse constituent base.
- Strong written and verbal communication skills for interaction with members, co-workers and the general public.
- Previous bookkeeping experience or the ability to learn bookkeeping functions within a small business environment.
- Excellent teammate, with ability to assist those around them in becoming better.
- Strong attention to detail.
- Typing proficiency.
- Ability to manage multiple projects simultaneously and to completion.
- Self-starter and self-sufficient.
- Ability to anticipate project needs, discern work priorities and meet deadlines with little supervision.
- Proficiency in or ability to learn business computer software (Word, Excel, Constant Contact, Square POS, email, web, etc.).
- Ability to adapt in an ever evolving and busy work environment.
- Value of continuous improvement and professional development.
- Understand and respect the confidentiality of information shared within the course of our daily work.

Work Schedule and Compensation: Position will be based upon a minimum schedule of 24 hours/wk. Primary schedule will be weekday hours, with limited evenings and weekends during events. Compensation will be commensurate with qualifications and experience. Paid vacation and wellness days.

The Hayward Area Chamber of Commerce is an Equal Opportunity Employer