Position Overview

The ideal candidate will be experienced in handling a wide range of executive support related responsibilities and will be able to work independently. This person must be exceedingly well organized, flexible, and enjoy the administrative challenges of supporting a small office of diverse people and programs.

The ability to interact with staff (at all levels) and Board members in a fast-paced environment, sometimes under pressure and deadlines, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism, customer service, and confidentiality are crucial to this role. Professional level written and verbal communication skills and attention to detail are equally important.

Essential Functions

- Management of front desk/office: greet public, maintain front office and boardroom, answer phones and direct all incoming calls to appropriate party promptly and efficiently.
- Provide exemplary customer service and maintain a positive customer service attitude at all times.
- Responsible for calendar management of President/CEO and office staff. Requiring interaction with board members, City staff, membership representatives, external executives and assistants, and coordination of meetings.
- Provide information and resolve administrative issues as directed.
- Maintain and follow up on any requests made to or from the President/CEO and staff until resolved.
- Proofread and/or draft memos, letters, reports, marketing and membership materials as directed.
- Maintain and manage a logical and up-to-date filing system, track employee birthdays and anniversaries, facilitate team events.

Board Management

- Communication: Maintaining timely and appropriate communication with all board members to ensure the smooth operation of the business of the Downtown Spokane Partnership and Parking and Business Improvement District. Maintaining board rosters and calendars.
- Coordinate monthly board meetings: Reserve venues, food and beverage, audio and video.
- Prepare board materials: Develop agendas; distribute information packets as directed; attend board meetings; record minutes and management of appropriate archival of materials.
- Annual administrative duties: Facilitate annual board nominations/renewals/orientation; facilitate annual downtown awards; assist the CEO in completion of administrative duties as outlined in the DSP and BID bylaws including long-term strategic planning and annual planning.

Minimum Qualifications

Knowledge

- Two years relevant experience.
- Up to date knowledge of Microsoft Office and Adobe Document Cloud.
- Ability to proofread and identify grammatical errors; professional writing a plus.
- Associates Degree (or beyond) is a plus.
• Knowledge of Robert’s Rules of Order a plus.
• Knowledge of downtown Spokane is a plus.

Physical Attributes
• Ability to communicate effectively via a variety of modes (phone, in person, small or large group meetings, etc).
• May require occasional morning, evening and/or weekend work as needed for various downtown related events/meetings. Travel within downtown required.
• Requires sitting and/or standing for long periods of time. Occasionally lifting/pulling/pushing up to 25 pounds.
• Must be able to regularly talk/hear via a variety of modes, as well as see and operate a computer.

Compensation

DOE

Applicants may be subject to a background check before hire. Employment with the DSP is at-will, salaried non-exempt, with benefits. Salary will be commensurate with experience and qualifications. DSP is an equal opportunity employer.

Acknowledgement

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

_____________________________________________  
Employee’s Signature    Date

___________________________________________________  
Employee’s Name (please print)