
Position: Administrative Services Coordinator

JOB POSTING ACTIVE: Until Filled

Email resume and cover letter to info@downtownspokane.org. Applications are reviewed as received and selected candidates will be contacted directly. No walk-ins.

About DSP: The Downtown Spokane Partnership (DSP) is dedicated to the creation of a dynamic, vibrant, livable, and sustainable Downtown. As a private, 501c(6) not-for-profit organization, the DSP serves as Spokane's central city advocate focused on economic and community vitality initiatives. As the manager of the Downtown Spokane Business Improvement District (BID) since 1995, the DSP provides supplemental programs and enhanced services in the 80-block area that includes nearly 1,500 property owners and business tenants. To learn more about the DSP, visit DowntownSpokane.org.

About the Position: The Administrative Services Coordinator supports day-to-day DSP operations while providing executive support to the President & CEO. This position manages correspondence and scheduling for the boards of directors, committees, stakeholders, and employees while supporting a small office of diverse people and programs. This position also serves as the primary "face" of the organization greeting the public, maintaining the front office and boardroom, answering phones, and dispatching incoming calls promptly and efficiently.

Reports To: Finance & Administration Manager
Starting Salary Range: \$20-\$23/hr (DOE)
Classification: Non-Exempt, Part Time (25-30 hours per week)

Employee Benefits*:

- 80 hours of accrued vacation plus Washington sick leave
- 5 paid holidays off annually
- Simple IRA with a company-paid 3% match
- \$50 Transportation/parking stipend
- Technology stipend
- Bonus eligibility
- Flexible scheduling

Standard Schedule: M-F, 9AM-3PM

While the DSP offers flexible work schedules and occasional remote work options, this position is primarily based in the office located in downtown Spokane.

**Some benefits subject to waiting/probationary periods.*

Responsibilities & Duties: Essential responsibilities of this position include but are not limited to:

- Always ensure general orderliness and organization of the office.
- Act as the first point of contact for the organization for DSP members, BID Ratepayers, boards of directors, committees, employees and the general public.
- Coordinate and support office improvements and administrative projects.

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Administration Cont'd:

- Schedule and coordinate meetings, including invitations, venue logistics, AV, and document preparation.
- Establish and maintain relationships with downtown stakeholders to provide customer service and access to resources and information about DSP and BID programs.
- Track stakeholder correspondence and issue resolution.
- Ensure security, integrity, and confidentiality of data.
- Oversee adherence to office policies and procedures.
- Manage incoming mail distribution and outgoing mailings.
- Monitor and maintain office supplies inventory and support supply acquisitions.
- Maintain contact databases and updates.
- Support new employee orientation and onboarding.
- Participate in planning and staffing internal and external events.

Executive Support:

- Oversee administration of boards of directors and committees, including management of monthly meeting logistics and calendar invitations.
- Support board document management, including preparation and distribution of meeting agendas and packets, record and review meeting minutes, maintain annual rosters with up-to-date contact information and support annual board nominations/renewals process.
- Liaise with City of Spokane to comply with all open meeting requirements.
- Support stakeholder communications on behalf of senior staff.
- Support management of the calendar and schedule for President & CEO.
- Support travel arrangements and prepare monthly expense reports for President & CEO.
- Oversee development of staff meeting agendas and track next steps from all meetings.
- Provide administrative support to all staff members, as needed.

Other duties may be requested/assigned.

About You: The Administration Services Coordinator should be self-motivated and able to handle high volumes of daily information with attention to detail in carrying out daily assignments, documentation and communication. The right candidate can easily establish rapport and connections with individuals and groups, is a team player, and has a nimble mindset and appreciates the confidential nature of some tasks. This individual has:

- Passion for downtown Spokane with exceptional work ethic and ability to exemplify DSP core values: Collaborative, Innovative, Diverse.
- Sound judgment and ability to maintain professional decorum under pressure with a positive attitude.
- Experience working in a fast-paced environment and an ability to work quickly and efficiently to problem solve with an ability to quickly adapt to changing circumstances.

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Requirements:

- Ability to learn and retain directions, facts, etc. with minimum 1-year work experience in a related field, including business administration, real estate, hospitality, marketing or other related industry.
- Proficiency in Microsoft Office 365 Suite, in particular Outlook with familiarity of Adobe document editing.
- Understanding of online platforms, including Google Workspace, Dropbox, Doodle, SurveyMonkey, DocuSign, Salesforce, and AI is a plus.
- Able to sit and/or stand for long periods of time with occasional lifting/pulling/pushing up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.
- Ability to speak, read, write, and understand English effectively to complete job duties.
- Proficient with mobile phones and smart devices.
- Pass background & drug screening.

As a small organization, from time to time there are special projects or initiatives that require team support outside of standard schedules. This position may require occasional morning, evening and/or weekend work as needed for various downtown related events/meetings with advance notice. Travel within downtown Spokane may be required.

Downtown Spokane Partnership is an equal opportunity employer and is committed to inclusion and diversity. The DSP recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, gender identity or expression, sexual orientation, disability, age, veteran status, and other protected statuses as required by applicable law. All employees must have permission to work in the U.S.; employment eligibility verification is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The DSP does not discriminate based on genetic information in its employment-related policies and practices, including coverage under its health benefits program.