



816 2<sup>nd</sup> Ave S. Onalaska, WI 54650 608-781-5242

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## **Position: Office Support**

IMMEDIATE SUPERVISOR: Executive Officer

Provides administrative support to the association, including: answering and routing all incoming phone calls; acting as a receptionist for visitors; maintaining committee and membership databases; and performing all administrative/clerical duties as directed by the Executive Officer.

With guidance from the Executive Officer, assists in the membership recruitment and retention programs that increase the membership base of the association.

## **Duties, Responsibilities and Authorities:**

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- Serves as the primary staff person in answering incoming calls promptly and courteously, providing assistance to callers, forwarding calls to proper individuals/organizations and taking complete and accurate messages as necessary.
- Answers requests from the public for information or directs them to the appropriate agency that may be able to answer their questions.
- Greets visitors in a pleasant, business-like manner and assists with questions or problems or directs them to the appropriate staff.
- Manages and maintains all aspects of association membership records and membership database, including, but not limited to, processing membership applications, membership dues billing, and internal and external membership reports.
- Keeps the reception area, common work area, conference room and kitchen organized, well supplied, clean and neat. Responsible for checking common break room and bathrooms in the building for supplies and needs.
- Maintains all office supplies including a list of office supply needs and orders supplies as needed. Contacts service personnel as necessary for office equipment repair and maintenance.
- Assists with operation of Association's events, including but not limited to Home Show, Parade of Homes, etc.
- Prepares material as directed by staff for the meeting packets for the Board of Directors and other committees.

- With direction for the Executive Officer, coordinates all logistics associated with educational events including but not limited to: securing training space; coordinating food and beverage service; producing participant handouts; registering attendees; distributing program confirmations; negotiating speaker fees and distributing evaluations.
- Assists with the evening membership meetings of the association, including registration, table top displays, sponsorships, greeters, meal planning and on-site logistics.
- Sorts incoming mail and ensures outgoing mail is either picked up or delivered to the post office.
- Opens, logs and stamps all incoming checks and invoices.
- Coordinates new member orientations.
- Develops profiles of new members to identify areas for member involvement and interest in new member services.
- Produces new member kits and membership certificates for all new members.
- Conducting exit surveys of non-renewing members to determine reasons for canceling membership.
- Sends monthly statements to members. Re-prints and mails invoice copies when requested (mailing of assisted by Student Help).
- Notifies state and national builders associations of new members, member renewals, cancellations and changes and forwards appropriate portions of membership dues as payments for annual state and national membership dues.
- Working in conjunction with executive officer, provides information for the association's newsletter and other publications.
- Prepares reports on event participation numbers.
- Performs other duties as apparent or directed by the Executive Officer of the Association.

Hours: 32/week

Send resume to The La Crosse Area Builders Association, 816 2<sup>nd</sup> Ave S, Onalaska, WI 54650, Att: Dee Dee Kerska, or email your resume to [eo@labaonline.com](mailto:eo@labaonline.com)