

ADMINISTRATIVE ASSISTANT

Hawai'i Island REALTORS®

SUMMARY:

The Administrative Assistant (AA) of Hawai'i Island REALTORS® (HIR) will perform a variety of administrative and organizational tasks that support the organization, committees, and event programs. The AA will work directly with and report to the Executive Officer (EO) and to provide a wide range of supportive administrative services with minimum guidance, in a confidential manner. Assure superior customer service to all association members and the general public, and successful operations of the front office. This position plays a primary role in promoting a professional image and a valued reputation.

ESSENTIAL FUNCTIONS:

Administrative

- Answer phone calls, assists members with questions, aids in problem solving, and addresses concerns promptly and effectively.
- Managing files and records.
- Knowledge of email system. Check emails daily and respond to inquiries within 24 hours.
- Designing forms and handling overall general office procedures.
- Bookkeeping, Accounts Payable/Receivable.
- Order office supplies as needed, coordinating with EO.
- Open, sort, and distribute incoming correspondence.

Committees

- Serve as Staff Liaison for committees assigned by the EO.
- Provides secretarial functions that may include recording of minutes and notes, preparation of sign in sheets and agendas, notification of meetings and other duties as instructed by the EO.

Communications

- Designs forms, flyers, and notices to promote events, educational opportunities, and weekly member updates.
- Communicates with membership important notices and updates, educational opportunities, and other member emails using Constant Contact and social media.
- Maintains HIR online calendar of all meetings, events, and classes.

Education

- Coordinates with EO and Education & Events Coordinator in preparation for class attendance including all aspects of registration, collecting registration fees, registering attendees and preparation of classroom or Zoom.
- Assists the Education & Events Coordinator to maintain attendance verification for education classes and programs.
- Attends the association's General Membership Meetings and other special events, assisting in set up, preparation and registration of the events.

Membership

- Assists with new member applications, dues billings and payments.
- Coordinates attendance of NMO and ensures proper dissemination of materials.
- Assists in maintaining an accurate member database (RAMCO/Constant Contact/M1) and promptly record all additions, changes, and deletions.
- Assists with general membership functions.

SentriLock

- Oversees SentriLock lockbox services and maintain a sufficient inventory.
- Assists EO with members' SentriLock subscription and accuracy in the database, including billing, and receipts.

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QUALIFICATIONS:

- 1 - 3 years of administrative experience.
- Knowledge of administrative and clerical procedures and systems.
- Excellent personal computer skills and extensive knowledge of all Microsoft Office applications.
- Strong organizational skills with attention to detail.
- High level of proficiency with technology to manage and support virtual and hybrid meetings.
- Excellent written and verbal communication skills.
- Exceptional listening skills and patience.
- Ability to multi-task and successfully problem solve to naturally project a positive, energetic, and professional image.
- Exceptional customer service and support skills.
- A good team player.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Ability to walk, stand, and sit for long periods of time.
- Must be able to lift and carry supplies weighing up to 20 pounds.
- Position may require bending, leaning, kneeling, and walking up and downstairs.
- Ability to speak concisely and effectively communicate.
- Ability to view/enter data for long periods of time.
- Air-conditioned office space.

POSITION

- Full-time in-office, Monday through Friday.
- Weekends and most State and Federal Holidays off.

ORGANIZATIONAL OVERVIEW

Hawai'i Island REALTORS® is a non-profit corporation dedicated to providing services to our island-wide REALTOR® members, Industry Partners, and the community. Our core purpose is to provide REALTORS® tools for success and advocating for fundamental property rights on the Big Island. Through member services, continuing education and professional development opportunities, advocacy and community outreach, we strive to create an effective and cohesive Real Estate environment for our island.