



SAIPAN CHAMBER OF COMMERCE

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Job Description Summary

OFFICIAL TITLE: Chamber Administrator / Planner

SCOPE OF RESPONSIBILITY

The Chamber Administrator / Planner supports the Chamber Executive Director, the Board of Directors, committees, and members with all administrative duties. The Administrator / Planner works at the direction of the Executive Director. The Administrator / Planner's regular work hours are Monday through Friday, 8 a.m.–12 p.m. and 1 p.m.–5 p.m. The Administrator / Planner must be able and willing to work occasional overtime.

TASKS

General Operations

- Perform general office duties.
- Coordinate the support services of the Chamber.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Maintain the Chamber's online presentation of information on internet web pages.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Maintain current knowledge of CNMI government, agencies, and other community organizations.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Draft correspondence, brief reports, and summaries.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs
- Maintain a neat and organized workstation and office environment.
- Acquire, distribute, and store supplies.
- Monitor the office to ensure that it remains safe, secure, and well-maintained.
- Must have own registered vehicle available during work hours, valid drivers license, and adequate auto insurance.
- Regularly monitor and follow up on past due receivables.
- Draft informational emails to members.
- Review and update databases of all members.

Financial

- Handle basic accounting; work regularly with outside accounting firm.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Perform bookkeeping work, including posting data and keeping other records.
- Keep records of invoices and support documents.
- Contact customers in order to obtain or relay account information. Resolve discrepancies in accounting records.

Chamber Meetings/Functions

- Prepare minutes of meetings as required and ensure that they are kept filed and distributed.
- Prepare materials for committee meetings.
- Coordinate the flow of information to members and committees regarding meetings, projects, Chamber functions and other important issues as assigned.
- Plan and develop programs, agendas, budgets, and services according to requirements. Evaluate and select providers of services according to needs.
- Meet with Board of Directors/organizing committees to plan scope and format of events, to establish and monitor budgets, or to review administrative procedures and event progress.
- Coordinate services for events, such as accommodation and transportation for participants, facilities, catering, signage, displays, special needs requirements, printing, and event security. Confer with staff at a chosen event site to coordinate details. Inspect event facilities to ensure that they conform to needs. Arrange the availability of audio-visual equipment, transportation, displays, and other event needs.
- Maintain member reservations and attendance confirmations for all general membership, committee, and board meetings and events as necessary.
- Assist at Chamber functions as required.
- Prepare and disseminate materials announcing Chamber meetings and events.
- Monitor event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.
- Perform other related tasks deemed necessary as assigned by the Executive Director, or as requested by the Board of Directors or committees.

KNOWLEDGE

- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- **Computers and Electronics** — Knowledge of computer hardware and software, including applications and programming.
- **Mathematics** — Knowledge of arithmetic, statistics, and their applications.
- **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services.

PROFESSIONAL ETHICS

- Have and exhibit the highest degree of professionalism, respecting boundaries and maintaining professional relationships in all business activities. Honesty, professionalism, and the maintenance of confidentiality are of the utmost importance.