



ADMINISTRATIVE SPECIALIST JOB DESCRIPTION

This job description is intended to convey information essential to understanding the scope of the position and is not an exhaustive list of skills, efforts, duties, responsibilities, or working conditions associated with it. Management may assign or reassign duties and responsibilities to this job at any time

JOB TITLE: Administrative Specialist

TYPE: Full time Exempt Salary Position

REPORTS TO: President

ENVIRONMENT: Work is performed primarily in a standard office environment.

SUMMARY: We are seeking a skilled and experienced Administrative Specialist. The ideal candidate will possess exceptional organizational abilities, strong communication skills, and a proactive approach to problem-solving. As an Administrative Specialist, you will play a critical role in supporting various administrative functions within the organization, ensuring smooth operations, and contributing to the overall efficiency of the Retail Merchants of Hawaii.

DUTIES AND RESPONSIBILITIES:

- Administrative Support:
 - Provide comprehensive administrative support to the President, including managing calendars, scheduling meetings, answering phones, coordinating travel arrangements, and handling correspondence.
- Data Management:
 - Maintain and organize electronic and physical filing systems, ensuring accurate and timely retrieval of documents.
 - Manage databases and spreadsheets to track information and generate reports as needed to include but not limited to:
 - Membership Roster
 - Committee Rosters
 - Financials
- Office Operations:
 - Oversee day-to-day office operations, including managing office supplies, equipment maintenance, and coordinating facility-related tasks.
 - Act as the primary point of contact for office-related inquiries.
- Project Coordination:
 - Responsible for the coordination and execution of special projects and initiatives, collaborating with cross-functional teams to ensure deadlines are met and objectives are achieved to include but not limited to:
 - RMH Website
 - RMH Committee Guest Speakers and Events
 - RMH Membership Acquisition and Retention
 - RMH Seminars
- Communication:
 - Serve as a liaison between members and committees by facilitating clear and effective communication to support collaboration and information sharing to include but not limited to:
 - Creating a weekly E-Newsletter
 - Formulating Email updates on issues of interest to the members
 - Assisting with social media content
 - Developing marketing content for events, committees, and the association

- Event Planning:
 - Assist in planning and organizing company events, meetings, and conferences, including venue selection, catering arrangements, and logistical coordination to include but not limited to
 - Annual Conference
 - Ho`okela Awards
 - Ho`okela Awards Luncheon
 - Membership Mixers
 - General Membership Meetings
 - Golf Tournament
- Documentation and Reporting:
 - Prepare and maintain various documents, reports, and presentations, ensuring accuracy, completeness, and confidentiality of information to include but no limited to
 - Membership Report – new, renewing, cancelled
 - Event Recaps
 - Committee Meeting Recaps
- Problem Resolution:
 - Address and resolve administrative issues and inquiries in a timely and efficient manner, escalating complex issues to appropriate stakeholders as needed.
- Continuous Improvement:
 - Identify opportunities for process improvements and efficiency enhancements within administrative functions, proposing and implementing solutions to streamline workflows and optimize productivity.
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in Business Administration, Office Management, or related field preferred.
- Proven experience in an administrative support role, preferably in a corporate environment.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), social media platforms like Google, Facebook, Instagram, and other relevant software applications and social media platforms.
- Excellent organizational skills with strong attention to detail and accuracy.
- Exceptional communication skills, both written and verbal.
- Must speak and understand English well
- Must be able to work in a fast-paced environment and have friendly people skills.
- Ability to multitask and prioritize tasks effectively in a fast-paced environment.
- Strong problem-solving abilities and a proactive approach to addressing challenges.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Flexibility and adaptability to changing priorities and deadlines.
- Ability to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.
- Ability to work independently and with a team.
- Maintains a current Driver's License and reliable transportation.
- Able to stand or sit for prolonged periods of time as well as occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight 50 lbs.

WORKING CONDITIONS

- Standard office hours apply, with occasional flexibility required to accommodate business needs.
- Occasional travel may be required for meetings, conferences, or other events.

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