



## Rockwood CDC Job Description

**Job Title:** Business Bridge Program Assistant

**Reports To:** Business Bridge Director

**FLSA:** Non-Exempt

**Work Location:** Hybrid, onsite and remote

**Summary:** The Business Bridge Program Assistant supports Business Bridge activities through the completion of administrative and functional tasks such as maintaining the team calendar, ensuring appropriate levels of office supplies, and setting up and supporting meetings. This position completes a wide variety of tasks based on what is needed by the Business Bridge Hub and must be flexible with excellent organization and understanding of business and office-related activities.

### Essential Duties and Responsibilities

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provide clerical support of systems and forms for managing contractors, staff, and project volunteers to improve daily productivity and overall quality; keep the team calendar up to date
- Ensure translation and interpretation services are available as requested by entrepreneurs
- When meetings occur provide meeting support such as room setup and breakdown, hospitality, ensure handouts and follow-up materials are available, and provide other support as needed

- Maintain electronic and paper data management, contact management, and communications by entering contact information in Salesforce and managing contact and campaigns related to projects; maintain document retention on cloud storage, including oversight of document sharing and folder outlines; create spreadsheets and complete data entry
- Record meeting minutes at network meetings and distribute them to participants
- Maintain office supply inventory and general office operations, including facilities; keep a supply shopping list; verify payments and invoices are being sent in a timely manner
- Assist with event planning, scheduling meetings, communications, and other administrative tasks
- Record incoming messages, inquiries, and initiatives, and provide them to the appropriate personnel
- Delegate data tasks to volunteers and interns; assign data management and communication tasks to interns as appropriate

## Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent organization and prioritization
- Excellent communication and active listening skills that include cultural responsiveness
- Ability to work well on a team and independently
- Knowledge of applicable computer programs such as Salesforce, Microsoft Teams, Microsoft Office, SharePoint, and Mail Chimp
- Willingness to learn and understand the community development process
- Resourceful problem solver with the ability to take initiative to implement solutions
- Ability to maintain confidentiality and understanding of HR document processes

- Ability to create systems, develop tools, and apply knowledge of general office operations to help run the office efficiently

## Education and/or Experience

- Minimum of High School Diploma or equivalent
- Minimum of 2 years of applicable experience

## Special Skills

- **Computer Skills-** Experience in learning new software programs and systems quickly and the ability to instruct others in use.
- **Language Skills-** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Mathematical Skills-** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability-** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- **Internal Customer Service** - Responds promptly to customer needs; Solicits feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, talk and listen and must regularly stand and walk
- Specific vision abilities required by this job include:
  - Close vision (clear vision at 20 inches or less)
  - Distance vision (clear vision at 20 feet or more)
  - Color vision (ability to identify and distinguish colors)
  - Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
  - Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- The employee may occasionally lift up to 20 lbs.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate, similar to that of a busy office.