

PSIA



AASI

ROCKY MOUNTAIN DIVISION
Professional Ski Instructors of America
American Association of Snowboard Instructors

Administrative Assistant Job Description

Job Summary

To provide administrative support to staff while attending to member needs, general office duties and reception. These duties include but are not limited to: database system use, office supply monitoring, filing, reception and telephone duties, prompt and accurate data entry of member and event applications, compile and send event packets; process returning packets.

Reports to:

Director of Operations

Works closely with:

CEO

Director of Education

Education and Membership Manager

Member and Event Logistics Coordinator

Major Responsibilities

- Answer telephones and direct calls to appropriate office personnel if unable to answer caller's question.
- Prompt and accurate data entry of membership & event applications for complete, correct information and current dues.
- Resolution of any registration problems and balances due prior to season end.
- Prepare and send educational materials to clinic lead. Confirming delivery and accuracy of all event materials prior to event.
- Greet those who come to office. Answer their questions, conduct sale of manuals and/or pins .
- Scan and file member documents to their online member folders.
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- Contact members when events/clinics are cancelled to find an alternate event .
- Review packets returned from completed events and update roster attendance and status in database.

Additional Daily Responsibilities

- File clinic and exam applications.
- Open and distribute mail.
- Print ID cards for renewing members.
- Reconciliation of batches as needed
- Assist Director of Operations and team members as needed in other duties as directed.
- Notify Director of Operations of items needing to be ordered - pins, certificates, scorecards and other materials.
- Send certificates and educational & anniversary pins as necessary.

The duties are not inclusive to the above description and may vary based on the needs of the organization.