



## Administrative Assistant

*A full-time position based out of the Asheville office*

### BACKGROUND

Mountain BizWorks is a 35-year-old non-profit community development financial institution (CDFI) that works alongside high-potential but underserved entrepreneurs including women, people of color, low income, and rural-based entrepreneurs. We provide access to affordable small business capital, specialized one on one business coaching and cohort based business education.

Our vision is for a thriving Western North Carolina in which small business owners and aspiring entrepreneurs have access to the resources needed to make their dreams a reality—a region where collaboration, creativity, innovation, and investment generate opportunity and prosperity for all. Over the past 3 decades, we have been committed to helping small businesses in our region start, grow and thrive. We have provided over \$120 million in small business loans, leading to the creation and retention of 45,000 jobs and the startup of over 2,000 new businesses.

### PURPOSE

The overarching goals of the Administrative Assistant are:

- To ensure an office environment of warm hospitality & excellent customer service.
- To serve as office receptionist and first point of contact for client inquiries.
- To provide administrative support to the Executive Director and program staff.
- To manage building facilities.
- To support MBW with system and operational management.

### KEY RESPONSIBILITIES

- Administrative Support
  - Function as administrative assistant to the Executive Director and provide additional administrative support for Mountain BizWorks staff as available.
  - Assist with data entry in the customer relationship management system (Salesforce), spreadsheets, and other systems.
  - Retrieve information as requested from records, email, minutes, and other related documents; creates reports or written summaries of data when needed.

# mountain bizworks

- Coordinate and schedule travel, meetings, and appointments for managers or supervisors.
- Assist in the onboarding of new employees.
- Serve as secretary to the Board of Directors – including taking board minutes and facilitating routine communications and mailings, providing administrative support for sub-committee meetings, and offering hospitality.
- Take the lead role on administrative special projects.
- Maintain a keen eye for opportunities to increase operational efficiency and effectiveness across the organization.
- Assists as needed with organization-wide events.
- Office Management & Guest Services
  - Coordinate MBW's office and room reservation system and reservations for other MBW shared resources including training laptops, cameras, tabling kit, and the company car.
  - Assist with classroom setup and clean up.
  - Answer and transfer phone calls, screening when necessary, and respond to voicemail messages promptly and courteously.
  - Communicate general information to clients and the public about Mountain BizWorks services and business resources.
  - Welcome, screen, and direct visitors and clients to appropriate staff.
  - Maintain files related to office management, systems, maintenance vendors, and assist with organization of the shared common drive.
  - Maintain office supplies and training materials, and coordinate maintenance of office equipment. Track inventory of office supplies and place orders when necessary.
  - Maintain a professional appearance of the office by providing a neat, organized, and up-to-date atmosphere, including some mild cleaning when necessary.
  - Oversee the process of providing security and building access to new staff and approved consultants.
  - Coordinate building maintenance, janitorial services, office equipment usage and maintenance for our main Downtown AVL office as well as our 45 S French Broad Ave location at Hach Coworking, and upkeep of the company vehicle.
  - Provide communication and staff training for office procedure, security and safety procedures and facility use.
  - Analyze and set up systems to improve the workflow of the office – inventory, filing, storage, etc.- and manage the Office Manual.
  - Assist with office and staff IT requests, technology maintenance and upgrades.
  - Provide basic technology support for class facilitators and other classroom users.
- Perform other related duties as assigned.



## **MINIMUM REQUIRED EDUCATION, SKILLS, AND ATTRIBUTES**

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Must live in [Western North Carolina](#), or be willing to relocate here.
- At least two years of administrative or related experience.
- Interest in the Community Development Financial Institution (CDFI) field.
- Proactive, warm, and welcoming, professional presence – by phone and in person.
- Commitment to creating a sense of hospitality and service in all aspects of daily work.
- Ability to prioritize the urgency of competing requests and take charge to meet deadlines.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong computer proficiency including but not limited to Word, Excel, PowerPoint and Google Drive. Additional database experience is a plus.
- Understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to work independently.
- Ability to receive and seek out supervisory direction when needed.
- Familiarity or fluency with small business topics is a plus.
- Spanish language skills are a plus.
- Ability to thrive in an entrepreneurial, team-oriented, mission-driven environment.
- Spanish language skills are a plus.

## **OTHER (Supervisory Responsibilities, Schedule, Travel, Physical Demands)**

- This position currently has no supervisory responsibilities.
- Normal business hours are Monday - Friday, 9am - 5pm; however, this position may require some weekend and/or evening work to accommodate the services offered by Mountain BizWorks.
- Occasional travel within the Western North Carolina region may be required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Position duties are performed in a typical office environment, with minimal exposure to excessive noise or adverse environmental issues. Possible prolonged periods sitting at a desk and working on a computer. The employee may occasionally lift and/or move up to 20 pounds.



Status: Full-time | Salary, Non-Exempt

Reports to: Executive Director

Work Location: This position is principally based out of Mountain BizWorks' Asheville office with limited flexibility for remote work.

## COMPENSATION & BENEFITS

Anticipated starting salary of **\$40,000 - \$45,000** with the opportunity for a higher base salary depending on skills and experience.

- Medical insurance plans
  - 80% of employee medical paid by employer
  - family coverage paid by employee
- Dental, vision & supplemental insurance options
  - 100% employee paid
- Retirement plan
- 9 paid holidays & 1 day of service
- Paid Time Off (PTO):
  - Earn 18 days/year the 1st year of employment
  - Earn 24 days/year after 1st year of employment
- Professional Development Fund
- Sabbatical Leave Program
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

## HOW TO APPLY →

Qualified/interested candidates should email their resume and cover letter (optional) to [careers@mountainbizworks.org](mailto:careers@mountainbizworks.org) with the subject line "Administrative Assistant". Initial responses to this opportunity are requested by 11:59 pm Eastern on Sunday, September 8th, 2024, with the position remaining open until filled thereafter.

*Mountain BizWorks values and respects all types of diversity and strongly encourages applicants from traditionally marginalized groups to apply. We prohibit discrimination and harassment and provide equal employment opportunity without regard to, and not limited to, ethnicity, religion, race, national origin, abilities, gender identity, sexual orientation, age or genetic information.*