



## Office Administrator (Part-Time)

---

The Central region of the Indiana Small Business Development Center (ISBDC) seeks to employ a part-time office administrator for their downtown Indianapolis location. The office administrator's role is to manage all office functions, includes data processing, reporting and the support of the Regional Director and Business Advisors as needed. Ideal candidates will be detail oriented, work independently, and have excellent verbal/written skills.

The ISBDC is a non-profit organization that creates a positive and measurable impact on the *formation, growth, and sustainability* of Indiana's small businesses by providing entrepreneurs and small business owners expert guidance and a comprehensive network of resources. The Central ISBDC region includes Marion county and the surrounding counties, and has its office located at the Indy Chamber in the Salesforce Tower in downtown Indianapolis.

### **Responsibilities:**

- **Regional Director and Office Support**
  - Receive and distribute incoming calls, route messages and communicate regularly with the director and business advisors via e-mail, voice mail, cell phone, and in-person or in any other appropriate manner according to sensitivity or priority.
  - Provide limited customer support to clients and prospective clients via phone and e-mail.
  - Track all reporting deadlines.
  - Coordinate seminar/events and training sessions.
  - Support Business Advisors in various counseling initiatives.
  
- **Administrative Document Processing**
  - Prepare administrative documents and deliver completed and authorized documents to the appropriate parties. Coordinate with appropriate parties to meet deadlines, trouble shoot errors or problems with any financial documentation.
  - Review monthly reports. Track all problems, issues with any financial documentation through to resolution. Distribute all reports to the appropriate parties in a timely manner.
  - Prepare and get authorization for administrative documents as required, including check requisitions, invoices, purchase orders, employee time sheets, supply request sheets and any other administrative documentation. Monitor office supplies inventory and replenish as required.
  
- **General Data Entry**
  - Update data bases. Enter client information. Keep database current. Perform routine database back-ups. Produce weekly reports. Report problems or any area of non-conformance.
  
- **Client Appointment Reconciliation and Reporting - data base**
  
- **Marketing Support**
  - Coordinate marketing activities.

- Create in-house marketing pieces including seminar and event marketing.
- Prepare and distribute newsletters, event emails and website updates.

**Minimum Qualifications:**

**Education:**

- GED

**Experience:**

- 1 years office administration experience Basic understand of accounting and financial reporting
- Experience in the follow computer systems, Word, Excel, PowerPoint, Outlook and Use of Internet

**Preferred Qualifications:**

**Education:**

Associate or Bachelors Degree

**Experience:**

- 3-5 years office administration experience
- Experience with accounting software and other database systems

**Skills:**

- Customer Service – ability to work with the public to meet their needs
- Communication – both written and oral
- Attention to Detail – ability to uncover errors in written documents or data entry
- Planning and Organizing – ability to manage a variety of tasks for a variety of people in a timely manner
- Analysis and Judgment – ability to analyze documents and make reasonable judgments as to next steps. Trouble shoots errors and problems and determines appropriate resolution
- Build Positive Working Relationships – ability to work with and support various individuals and group activity

**Motivation:**

- Client Focus – wants to help others achieve their goals in a way that supports the client and others
- Independent Contributor – works independently, is self motivated, goal oriented, can meet deadlines without significant supervision
- Initiative – takes action on problems or opportunities without being prompted
- Detail Oriented
- Fast Paced and Diverse – wants a job that changes day to day with a variety of tasks and interactions
- Continuous Learner – wants to continuously gain new knowledge, approaches, and experience