



Southeast Conference

Office Manager/Outreach Coordinator

Description of Duties

The mission of Southeast Conference is to undertake and support activities that promote strong economies, healthy communities, and a quality environment in Southeast Alaska.

The Office Manager/Outreach Coordinator supports Southeast Conference's mission through the following responsibilities:

Under the general supervision of the Executive Director, this position provides administrative and technical support to ensure the efficient operations of Southeast Conference, develops and expands organizational outreach, membership and corporate support, and plans and coordinates SEC events. Provides supervision as needed.

Key Responsibilities:

Provides outstanding customer service both in person and over the phone as SEC's first point of contact. Monitors the Conference's mail, general email and voicemail; responds to inquiries made in-person, by phone, standard email or fax, in a friendly, informative manner; researches information as necessary.

Handles correspondence for committee and Board meetings, sends meeting reminders, maintains RSVP file, assembles, and distributes meeting packets, makes all meeting preparations, completes or ensures meeting minutes are complete, files packet/ meeting information accordingly.

Prepares and distributes fundraising and marketing materials and other external facing communications.

Assists Executive Director with membership outreach and solicitations as needed. Develops and expands SE Conference's organizational outreach, membership and corporate support campaigns. Meets with existing and potential members and sponsors to educate them on SE Conference and gain their ongoing support.

Assists in membership registration and renewal activities: mailing, sponsorship, and follow-up. Maintains accurate and up-to-date membership records in database.

Monitors and updates SEC membership rosters.

Research and recommend social media and other marketing strategies/ campaigns for Southeast Conference and works with program managers for marketing of specific programs or projects. Assists with branding and content for chosen platform(s) and analyzes effectiveness of reach.

Provides support to other program managers on events, outreach materials graphics, and in content review before release.



Office Manager/Outreach Coordinator

Provides graphic design and layout for outreach and marketing materials such as: newsletters, brochures, presentations, and other documents.

Prepares and distributes SEC's Monthly Newsletter.

Uses computer word processing, spreadsheet, and database software to prepare reports, memos, and documents. Creates specific reports with criteria as requested.

Maintains an organized filing system and email lists, including paper and electronic files, photos, and other materials according to the established procedures. Updates, backs up, and ensures the accuracy of the organization's databases.

Monitors and updates the SEC website and content. Regularly works with program managers on news articles, press releases and updating project information on the website.

Assists Executive Director in community outreach efforts.

Assists Executive Director in planning and coordinating SEC events in a timely, organized, and professional manner. Serves as the primary point of contact and is in responsible charge of all event logistics to include the Annual Meeting, Scholarship Auction and Mid-Session Summit. Works with the Executive Director on agenda content, correspondence, and layout. Registers attendees for events; assists CFO as needed for fees and auction receipts. Prepares event supplies and deliver onsite when needed. Updates and maintains events information to foster continuity of organization events. Serves as the lead event coordinator at the time of event, delegating tasks, tracking orders/ supplies and managing the registration table.

Helps refine and advise SE Conference staff on communications best practices.

Stays abreast of current news related to economic development initiatives in Southeast Alaska.

May provides supervision and coaching including hiring, training, coaching/mentoring, and evaluating the work of a direct report.

Support new staff onboarding in the role outlined on the onboarding checklist.

With other SEC office staff, maintains the SEC office keeping the office in a clean, organized, and in working order.

Keeps immediate supervisor and others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.

Provides member and program support as requested consistent with the knowledge, skills and abilities of the person occupying this position.

Support the SEC Foundation through website updates, information distribution, and organization and management of scholarship applicants.



Office Manager/Outreach Coordinator

Knowledge, Skills & Abilities:

Knowledge of: Conference planning and logistics, project planning, customer service standards, administrative functions, graphic design and layout; marketing/ outreach and supervisory functions. Basic fundraising practices and the ability to maximize the use of various software platforms for efficiency. An understanding of the region and the organization.

Skills in: the use of computers, Microsoft Office Suite (Word, PowerPoint, Excel, Teams, and SharePoint), social media platforms and marketing platforms such as Canva;; research techniques; web page maintenance; and graphic design and layout.

Ability to: prepare reports, memoranda, and correspondence related to work assignments; determine the need to revise procedures and instructions and to draft changes; assess situations accurately and to take prompt, effective action; plan and managed a project budget; establish and maintain cooperative working relationships with others and to communicate effectively and professionally, both orally and in writing; think creatively, and compare data from a variety of sources for accuracy and completeness, identify discrepancies, and make corrections.

Desired Qualifications:

Education: High School Diploma or the equivalent

Experience: Three years of general business experience that includes customer service, general office administration, or related duties. Post-secondary education can substitute for up to two years of experience.

Physical, Mental and Environmental Conditions of the Position:

Physical: This position performs white collar work which frequently requires sitting, standing, reading, holding/handling objects; hearing conversations/sounds, using fine finger movements, and seeing close work (e.g. typed print). It occasionally requires lifting up to 40lbs.

Mental: This position requires mental functioning associated with an advanced paraprofessional/technical level position including the frequent need to read and comprehend information; write; perform calculations; reason and analyze; multi-task; work cooperatively with others; direct, control and plan; perform under constant/changing deadlines; influence people; manage confidential information; and comprehend and follow instructions.

Environmental: This position works in a standard office environment. This position requires travel on an infrequent basis.

Position Status:

This is a full-time, benefited position paid on an hourly basis.