

POSITION TITLE: Office Coordinator
ORGANIZATION: Maryland Association of Counties (MACo)
POSITION REPORTS TO: Member Services Director; Executive Director
SUPERVISES POSITIONS: None

SUMMARY:

The Office Coordinator is responsible for managing the day-to-day functions of MACo's Annapolis office by ensuring that the office is tidy & organized and providing staff with the resources needed in implementing the work of the Association. Reporting to the Member Services Director, the Office Coordinator also leads and supports other team projects as needed, including in-office meetings and off-site conference/event duties. Importantly, this position is often the first or most frequent MACo representative to interact with members or other VIPs, so dedication to making a positive "first impression" is required. The Office Coordinator runs the front office, greeting guests and answering phones, so experience in and enthusiasm for stellar customer service is a "must." The Office Coordinator functions as the hub of office operations by maintaining the facility, managing office/vendor relationships, and performing a diverse range of high-level administrative support and clerical tasks for colleagues, playing an important and necessary role in MACo's overall success.

DUTIES/RESPONSIBILITIES

ADMINISTRATIVE RESPONSIBILITIES:

- Primary contact to respond to incoming phone calls and emails, answering inquiries and/or forwarding to appropriate parties
- Greets on-site visitors
- Manages office upkeep, supplies, relationships with office vendors (including utilities, telecoms, IT, building maintenance)
- Coordinates in-house meetings, e.g., room availability, number of attendees, scheduling and outreach, guest invitations, food and beverage needs, set-up, and clean-up
- Coordinates virtual meetings, e.g., scheduling, running Zoom logistics (waiting room, polls, screenshare), sharing follow-up correspondence
- Provides administrative support for staff as requested, including document formatting and proof-reading, meeting coordination, and meeting follow-up
- Reviews and distributes mail
- Manages calendars for other staff
- Manages Executive Director's activities, maintains and arranges his calendar, coordinates conference calls, advises of meetings or events of interest
- Coordinates County Road Trip scheduling for Executive Director and President
- Prepares informational packets and briefing materials as needed for meetings (County Road Trips, Legislative Staffers' Meetings, etc.)
- Registers staff for training and other events
- Tracks training and professional development for MACo staff
- Coordinates travel arrangements for staff (hotels, flights, restaurant reservations, etc.)
- Assists with recruitment/advertisements for interns and staff openings

CONFERENCE & EVENT RESPONSIBILITIES:

- Assists with physical mailings of invitations and brochures
- Prepares event materials as requested
- Assists with scheduling conference speakers and pre-event speaker briefing calls
- Prepares program outlines and manages organization of handouts and program files
- Staffs on-site check-in and registration
- Mails "thank you" letter to participants

- Manages other follow-up tasks as requested

LEGISLATIVE RESPONSIBILITIES:

- Tracks testimony hearings on staff calendars
- Plans Presiding Officer meetings, other meetings as requested
- Assists with physical testimony delivery and sign-up as needed
- Coordinates Legislative Committee meetings, guest speakers, lunches
- Acts as group liaison for Legislative Staffers, organizing meeting schedule, catering, materials, etc.
- Schedules key meetings and dinners for staff and board members with members of the General Assembly and the Administration

TECHNICAL SKILLS

- High level of interpersonal and customer service skills, with a polite, helpful, and enthusiastic phone manner
- Superior writing and communication skills
- Excellent knowledge of Microsoft Office products
- Strong working knowledge of Zoom or other online meeting platforms for hosting and participating in virtual meetings
- Poise and maturity
- Ability to handle sensitive information
- Experience with vendor proposals and negotiations for standard office supplies and equipment
- Demonstrated ability to think independently
- Organized and detail-oriented self-starter with demonstrated ability to set and manage multiple priorities and work independently while functioning as part of a cooperative team
- ***Candidates familiar with Maryland county governments and/or the Maryland legislative process will be given special consideration***

PRIOR EXPERIENCE

3-5 years of experience in a similar administrative or office management role with a heavy customer service focus

EDUCATION

Associates Degree or equivalent experience

CLASSIFICATION

Full-time/Exempt

In-office employee (remote until safe to be in-office)

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Ability to walk, stand, and sit for long periods of time
- Must be able to lift and carry supplies weighing up to 20 pounds
- Ability to walk up stairs several times in a row, carrying supplies weighing up to 20 pounds
- Ability to stand or sit while maintaining alertness for several hours at a time
- Position may require bending, leaning, kneeling, and walking
- Ability to speak concisely and effectively communicate and problem-solve

- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
- Ability to view/process data on computer screens for long periods of time
- Stable internet connection for any period of time when MACo staff are working from home

PRIOR EXPERIENCE

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EDUCATION

Associates Degree or equivalent experience

CLASSIFICATION

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In-office employee (remote until safe to be in-office)

SALARY

Salary commensurate with experience, plus excellent benefits package

APPLICATION INSTRUCTIONS

- a. Carefully review the position details (www.mdcountries.org/2021OfficeCoordinator) and MACo (www.mdcountries.org)
- b. Apply via email to Administration & Finance Director, Ms. Leslie Velasco, at lvelasco@mdcountries.org by 5:00 pm, June 2, 2021
- c. Include "Office Coordinator - NAME" in the email subject line
- d. Attach the following documents (ALL ARE REQUIRED):
 - Cover Letter detailing 1) current salary, 2) desired salary with justification, and 3) the reasons the applicant feels he/she is qualified for the Office Coordinator position;
 - Resume, which must contain educational background, work experience (particularly any relevant to this position), and computer software familiarity;
 - Writing sample; and
 - Three references - references will not be contacted without prior approval from the applicant.

An email response will be sent upon receipt of application.

Application Deadline:

June 2, 2021

EOE