

TULSA ECONOMIC DEVELOPMENT CORPORATION
Job Description Addendum
Administrative Operations Associate

EDUCATION and EXPERIENCE:	Minimum education and experience normally required to perform the duties of this position.
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Minimum Education:

Associate's Degree in business preferred, but not required

Minimum Experience:

3 Years

Minimum Field-of-Expertise:

- Experience in small office operations
- Experience coordinating meetings
- Demonstrated interpersonal, critical thinking and communications skills

Preferred Education:

Bachelor's degree

Preferred Experience:

5 Years

ABILITIES, KNOWLEDGE and SKILLS:	Minimum technical and communication skill levels normally required to perform the duties of this position.
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- Ability to maintain strict confidentiality
- Ability to read and interpret documents such as agreements, operating instructions, procedures manuals, policies and memorandums
- Ability to write routine correspondence and communicate effectively and tactfully with colleagues, clients, board members and external contacts
- Ability to provide internal and external customers with the highest quality of customer service that meets their needs in a timely, efficient and professional manner
- Ability to follow-up on client complaints, questions or requests
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to work in a high demand, deadline sensitive environment
- Ability to be flexible and multi-task
- Ability to establish and achieve a high standard with work processes and outcomes; complete tasks with concern for detail; check work for precision, clarity, completeness and accuracy; produce quality results

- Ability to take responsibility for own learning and development by acquiring and refining technical and professional skills needed in job related areas
- Ability to proactively seek performance feedback and identify approaches to improve performance
- Ability to express ideas effectively and speak clearly in individual or group situations, adjusting style and methods to meet specific needs of the audience
- Ability to attentively listen to others to gather data and paraphrase meaning to verify understanding
- Ability to follow instructions and respond to management’s directions
- Ability to assess multiple tasks or issues competing for a limited amount of time or resources and effectively determine order in which each will be addressed
- Ability to set priorities, goals and timetables to achieve maximum productivity
- Ability to track both completed and incomplete activities
- Ability to work cooperatively with others as part of a formal or informal team to accomplish organizational goals; ability to respect the needs, ideas and contributions of others; ability to contribute to and accept consensus; ability to subordinate own objectives to the team; ability to focus on solving conflict, not blame
- Ability to think strategically while also using common sense
- Excellent analytical and research skills
- Good Personal Computer skills including knowledge of word processing and spreadsheet applications
- Ability to learn new and different software programs
- Willingness to accept constructive criticism and adjust to an ever changing environment
- Highly self-motivated

WORKING CONDITIONS	Typical working conditions and environmental hazards, if any, associated with this type of work that may be encountered in performing the duties of this position.
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Work may require travel outside office. Position requires flexibility and willingness to work nights and weekends. Work is also performed in a climate controlled environment where exposure to conditions of extreme heat or cold, poor ventilation, fumes, and gases is very limited. Noise level is moderate and includes sounds of a normal office environment.

PHYSICAL DEMANDS	The physical effort generally associated with this position.
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The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential

functions. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboard at moderate skill level. Work may require occasional pushing, pulling, lifting or carrying 20-pound objects such as files and documents. Work involves sitting most of the time, but may involve standing and walking for brief periods of time. The employee may occasionally be required to climb or balance, stoop, kneel or crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORKING RELATIONSHIPS/CONTACTS	Positions, other than supervisor and immediate co-workers, with which incumbent has frequent contact.
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Internal: frequent contact with all TEDC staff and Board members

External: frequent contact with bankers, business brokers, attorneys, agents, other business development partners, clients and prospective clients to collect financial and other data and to resolve routine problems

Supervision of Others – zero

FINANCIAL ACCOUNTABILITY	Budget/asset amount managed, revenues/profits produced, and/or other financial resources incumbent is accountable.
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Completion of personal expense report when necessary.

ACKNOWLEDGEMENT:

Employee Date

Executive Director Date