

## Tulsa Economic Development Corporation

<b>FUNCTIONAL TITLE:</b> <b>Administrative Operations Associate</b> <b>(Non-exempt)</b>
<b>REPORTS TO:</b> <b>Executive Director &amp; Administrative Operations</b> <b>Manager</b>

The **Administrative Operations Associate** is primarily responsible for (1) performing a variety of administrative duties in a commercial lending/community development environment that requires multi-tasking and the ability to manage a demanding workload and (2) developing and coordinating marketing activities.

<b>PRINCIPAL DUTIES AND RESPONSIBILITIES</b>	Majority of duties performed, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.
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*Typical duties may include all of the following or only a few of the duties listed.*

### **Administrative (65%):**

Greets and assists visitors via phone, email and personal contact; creates cordial and hospitable experience for visitors and callers as first point of contact in office; provides exceptional customer service to a diverse group of individuals sometimes in adverse situations; ensures clean and orderly work environment

Performs routine administrative tasks; manages director's calendar and arranges meetings; answers multiple phone lines; accurately takes phone messages and delivers to appropriate staff; processes incoming and outgoing mail; sends and delivers facsimiles; photocopies; disseminates requests for information; manages filing system; delivers/picks up documents

Serves as primary liaison to Board of Directors with responsibilities for meeting planning and follow-up

Prepares and/or proofreads documents such as general correspondence, meeting packets, loan packages, and meeting minutes

Manages databases and handles mass mailings via postal mail and/or email

Maintains office supplies, office equipment and organizational literature including brochures, application documents, stationary, etc.

Handles vendor relationships; coordinates all aspects of banquets, meetings, luncheons and other special events

Handles privileged and confidential information; retrieves personal credit reports; receives, records and distributes applications for financial assistance; updates loan actions in loan

management system; handles loan file disposition moving toward a paperless environment  
Insures that main office property needs are satisfied; builds and maintains relationships with maintenance professionals servicing TEDC's commercial properties

**Marketing (35%):**

Manages and updates TEDC website, ensuring marketing messages are consistent online and in print materials

Helps develop and execute marketing strategy to promote TEDC loans and programs including participation in small business meetings, business association activities and bank visits

Helps build partnerships and referral networks with commercial lenders, chambers of commerce and other small business resource providers to generate value-added results for small businesses

Helps market and coordinate workshops and classes on small business borrowing

Handles annual Shop the Shoppes Holiday Campaign and other similar events that promote TEDC outreach in communities

**TEDC reserves the right to add or change duties at any time.**

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**APPROVALS:**

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Administrative Operations Associate

Date

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Executive Director

Date