



**Job Title:** Business and Professional Development Assistant  
**Department:** Business and Professional Development  
**Reports To:** Business and Professional Development Supervisor  
**FLSA Status:** Non-Exempt

**Position Summary:** The Part-Time Business and Professional Development Assistant is responsible for assigned duties related to the Business and Professional Development Departments.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist the Business and Professional Development Supervisor with coordinating and implementing the activities, duties, and administrative needs of the Business and Professional Development Departments.
- Assist the Business Development Department in event logistics.
- Coordinate and support Member Event Center rental logistics (site tours, setup, onsite assistance, etc.)
- Attend and assist in offsite or onsite ABoR events including ticket sales and sponsorship efforts (Happy Hours, Installation, Industry Awards, ThinkUp, etc.) May require coordination with other departments.
- Help facilitate virtual, in-person, and hybrid classroom logistics.
- Coordinate with and provide support for ABoR instructors.
- Provide support to customers over the phone, in-person, and via email.
- Attendance and support at weekend and evening events may be required.
- Other duties as assigned.

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

**Communications** - Exhibits good listening skills and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

**Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

**Cultural Awareness**- The capacity to recognize and value diversity as strengthening aspect of the workplace, to be willing to explore self-assessment, with positive intent manage the dynamics of difference, acquire and practice cultural knowledge and adapt to diversity and the cultural contexts of the communities one works and serves in.

**Commitment to Excellence**- Must demonstrate a commitment to quality by taking pride in your work and strive to deliver the best possible results. Actively looks for opportunities to improve the way you work, generate ideas for streamlining processes and consistently working to produce the best work product.

**Adaptive to Change/Flexible (general)**- Commits to drive change initiatives, receptive to frequent change occurring within the workplace. Exhibits an openness to different and new ways of doing things. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast"

when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

**Adaptive and Change Management/Flexible (leaders)-** Ability to streamlining services, adjust budgets, reposition team roles to improve performance. Consistently drive change initiatives by being receptive and open to frequent change occurring within the workplace. Demonstrates strong people skills and define and articulate a clear direction for employees and customer (if applicable) understand. Consistent willingness to modify one's preferred way of doing things for the greater good of the organization. Able to see the value and merit of perspectives other than own and can accept consensus without creating negative internal narratives. Demonstrates openness to organizational improvements to include but not limited to: organizational structures, systems, procedures, and technology. Quickly able to adapt to a different strategy and "fail fast" when an initially selected one isn't effective. Ability to modify a maintain a strongly held position in the face of contrary evidence.

**Attention to Communication-** Ability to convey information cross functionally and to ensure that information is passed on to others who should be kept informed. Consistently ensures that others directly involved in a work project, initiative or effort are kept informed about changes, modifications, developments, and deliverables. Committed to sharing important information in a timely manner and as appropriate. Leverages multiple channels or modes of communicate important information (example: phone, text systems, memos, newsletters, meetings, electronic mail).

**Managing Competing Priorities-** Ability to reprioritize tasks and projects, maintain and/or negotiate deadlines when needed. that works for both of you. Ability to reprioritize often and consistently affirm and oversee current priorities and adjust when the priorities shift, ideally while maintaining professional working relationships.

**Detail oriented** – Must have strong attention to detail and be able to prioritize and manage multiple tasks simultaneously.

**Cost Consciousness** - Works within approved budget. Conserves organizational resources.

**Project Management** - Coordinates projects. Communicates changes and progress. Completes projects on time and budget.

**Dependability** - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

**Planning & Organization** - Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

**Innovation** - Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Develops innovative approaches and ideas. Presents ideas and information in a manner that gets others' attention.

**Quality** – Fosters quality focus in others. Improves processes. Measures key outcomes. Sets clear quality requirements. Solicits and applies customer feedback.

**Use of Technology** - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Associate's degree or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

**Language Ability:**

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure

manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

**Mathematical Ability:**

Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Apply concepts of basic algebra and geometry.

**Reasoning Ability:**

Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Intermediate level Microsoft Office Suite, Excel, use of the internet and the ability to learn specialized software abilities.

**Certificates and Licenses:**

None

**Supervisory Responsibilities:** None

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Attendance and support at weekend and evening events is required.**

**Physical Demands:** The physical demands described here 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. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus. While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

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**ACKNOWLEDGED: Employee Signature**

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**Date**

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**PRINT: Employee Name**

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**ACKNOWLEDGED: Supervisor/Manager Signature**

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**Date**