



# Business Services Assistant

## Job Description

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Anticipated work week: 35 hours May – September (varying schedule including weekends)

Report to: Executive Director, Project Manager

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### **Job Statement**

The Business Services Assistant will be an integral part of the development and implementation of business growth and community engagement by participating and taking leadership roles with various projects. Acting as the first point of contact for the Stettler Regional Board of Trade & Community Development both in office and around the community, they will provide accurate and friendly information to visitors and customers while representing the organization and community.

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### **Key Duties and Responsibilities**

The Business Services Assistant will be responsible for:

- Answering the phone in a friendly and professional manner
- Providing exceptional customer service, both in person and online
- Updating records, documentation and databases
- Promoting the community as a destination, both in office and at area attractions and events
- Aiding the Project Manager in planning and organizing community events
- Preparing documents and reports relating to office projects, both written and oral

### **Limits**

This job description is not a definitive listing of its scope but represents a general overview of what can be expected in this type of work. The individual may be required to perform duties that, although not directly related, are recognized by the BOT as a component of the position.

### **Job Hazards include but not limited to:**

- Ergonomics (posture; neck/eye/back/wrist strains)
- Threats (biological/radiological/chemical/explosive through mail)
- Violence/Robbery (patrons and staff)
- Pinch Points (folder/storage file)

- Cutting (paper cutter/shredder)
- Heavy Lifting (boxes and set-up equipment)
- Working alone
- Driving to off-site work

### **Essential Requirements**

- Professional
- Organized
- Customer Service orientated
- Adaptable to a variety of tasks and duties
- Proficient in Microsoft Office and other digital applications
- Excellent written & communication skills
- Flexible work schedule, working most weekends
- Comfortable approaching new people

### **Additional certification and skill that enhance the position:**

Experience and/or education with tourism, digital marketing, photography, event planning, business, or graphic design is considered an asset.