



Building Industry Association of Washington  
300 Deschutes Way SW, Ste. 300  
Tumwater, WA 98501  
(360) 352-7800 | BIAW.com/ROII

# BUILDING INDUSTRY ASSOCIATION OF WASHINGTON JOB DESCRIPTION

## ROII ADMINISTRATIVE ASSISTANT

### RESPONSIBILITY

The primary responsibility of this position is to perform the clerical functions to support the marketing and enrollment activities of the ROII program. This position requires strong organizational, computer, and customer service skills, along with the ability to work in a team environment and independently.

### DUTIES

Provide clerical support for the enrollment and administrative functions of the ROII program as directed.

Process ROII applications to include opening, entering, obtaining missing information/forms, enrollment fee processing, run enrollment fee deposits, imaging and archiving.

Process ROII participant requests and inquiries, including database entry, requests for information from the Washington Department of Labor & Industries, information verification and matching, generate letters and correspondence.

Assist in maintaining the ROII enrollment and marketing databases to include data entry, updating contact information, account remarks and data verification.

Make outgoing calls to verify account information, make account updates, follow up on missing forms and inactive accounts, as well as maintaining account remarks. Answer incoming calls related to questions about the program.

Maintain membership; cross-reference membership and ROII databases for updating membership.

Work with local associations and class instructors to schedule ROII Claim Class throughout the year and handle registrations for participants. Responsible for class correspondence as well as the maintenance and production of all class materials.

Assist in organizing logistics and occasionally attend upcoming events around Washington State.

Maintain supply and order promotional materials as needed.

Verify L&I rosters; cross-reference database and mailing rosters for updating.



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Other duties as assigned by the ROII Enrollment Manager.

### **QUALIFICATIONS**

At least 3 years of experience in an office environment or related field  
Proficient at all aspects of Microsoft Office  
Experience with Adobe Acrobat  
Ability to prioritize multiple tasks in a fast-paced environment  
Excellent written and verbal communication skills  
Attention to detail and thorough in completing tasks  
Excellent customer service skills and phone presentation  
Analyzing information and using logic to address work-related issues and problems

### **LINES OF COMMUNICATION**

Supervision and annual performance evaluations shall be the responsibility of the ROII Enrollment Manager.

### **TO APPLY**

Submit resume, cover letter, and other relevant documents to Jessica Bass, [jessicab@biaw.com](mailto:jessicab@biaw.com).