

**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.

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.