

Position: Brand Ambassador
Type: Non-Exempt

Level: Intern/Associate

Summary: The Brand Ambassador is a member of the Human Resources Team in Enterprise Operations. The primary objective of this position is to provide general office support with a variety of clerical activities and related tasks. The brand ambassador will be responsible for answering incoming calls, directing calls to appropriate staff members, mail distribution, flow of correspondence, requisition of supplies, as well as additional clerical duties. This role frequently collaborates with the Human Resources Team, Events Team and others in Executive Office as needed to ensure operational consistency. The Brand Ambassador is responsible for managing including supply ordering, leading office hospitality, and serving as main liaison to building management.

Qualifications:

- Tri Delta Membership Required
- High School Diploma Required; 4-year degree preferred
- Knowledge of administrative and clerical procedures
- Exceptional customer service
- Welcome guests positively, and executes all administrative tasks to the highest quality standards
- Possesses solid Microsoft Office Suite acumen, scheduling and calendar management, multitasking and prioritization experience, answer, screen and forward incoming calls, information preparation, sending and receiving mail, standard office administrative practices, maintenance requests and fulfillment, technology equipment management, and office event planning skills
- Ability to model, explain, and promote Tri Delta's guiding principles, Purpose, and vision

Primary Roles: Office management, visitor support, coordination of staff calendar, maintenance requests and fulfillment, meeting and conference room booking, kitchen upkeep, inventory check on all office items: drinks, supplies (i.e. mail room), kitchen items, ensures departmental participation for calendar year.

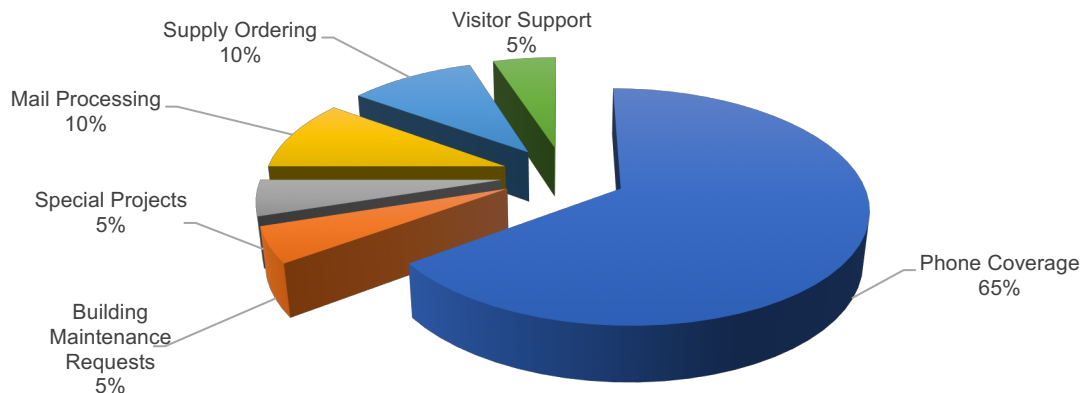
Reports To: Office Manager

Supervises: N/A

Travel: 0%

Typical Week: 40 hours

Allocation of Time: Time allocation is based on available time described in typical week



Key Responsibilities:

The member of the Tri Delta enterprise responsible for handling front office reception and administrative duties.

- Provide exceptional customer service for both inbound and outbound calls.
- Assess caller needs and forward their calls accordingly to the appropriate staff.
- Greet incoming visitors and direct them to the appropriate office personnel.
- Process and distribute all mail.
- Maintain reception area and kitchen located on 5th floor.
- Ensure the primary kitchen is fully stocked with beverages and supplies. Coordinate with Events Team on a weekly basis.
- Ensure the mail room/office supplies are ordered accordingly.
- Assist in ensuring all maintenance requests are being handled in a timely manner by property management.
- Manage vendor relationships for all operational supplies under the direction of Sr. Director of Human Resources.
- Monitor budget accounts identified to facility operations and provide quarterly reports to accounting/finance.
- Oversee the coordination of monthly celebrations.
- Assist with special projects as assigned.
- Maintain confidentiality with phone conversations and mail processing.
- Maintain inventory log for all badges/jewelry sent to EO for resigned, terminated, lost and deceased members in accordance to jewelry receipt procedures.
- Provide death notifications to web & data specialist for processing.
- Document information on returned badges for resigned and terminated members into the Tri Delta membership database.
- Package and label all badges received in accordance to jewelry receipt procedures and secured in archive safe.