

Full-Time Office Assistant

RomeRock Association, Inc. | Roaming Shores, OH

RomeRock Association is seeking a dependable, organized, and customer-focused **Full-Time Office Assistant** to support front office operations and assist the Office Manager. The ideal candidate will be detail-oriented, professional, and committed to providing excellent service to our members while supporting the daily operation of the Association office.

Responsibilities

- Perform front office duties and provide exceptional service to members, Board of Directors, Board appointed Committees, and vendors in person, by phone, email, and online.
- Assist with membership accounts, including account updates, payments, and general inquiries.
- Maintain accurate records and perform data entry in Association databases and software systems.
- Process payments, receipts, deposits, and other routine fiscal duties.
- Provide administrative support to the Office Manager.
- Prepare correspondence, reports, notices, and other documents.
- Maintain office supply inventory and coordinate ordering as necessary.
- Support daily office operations, including filing, mail processing, and record retention.
- Assist with Association events, communications, and special projects as assigned.
- Maintain confidentiality of member and Association information.

Qualifications

- High school diploma or equivalent required.
- Minimum of 1-2 years of office, administrative, or customer service experience.
- Proficiency in Microsoft Office (Word, Excel, Outlook, and Teams).
- Strong customer service, communication, organizational, and problem-solving skills.
- Ability to multitask, prioritize responsibilities, and meet deadlines.
- Ability to handle confidential information with professionalism and discretion.
- Adaptable and open to change, with a commitment to continuous improvement and modernization of member access, services, and organizational processes.

Schedule

- Full-time (32-40 hours per week).
- Weekdays plus half-day Saturdays (April through August).
- Occasional evenings for meetings, events, and Association functions.

Benefits

- Paid Time Off (PTO)
- Paid Holidays
- Medical Insurance
- Retirement Plan

RomeRock Association, Inc. is an Equal Opportunity Employer.