



Job Description – Administrative Assistant/Customer Service Representative

U.S. Black Chambers, Inc. (USBC) is known as the “*National Voice of Black Businesses*” representing a network of 140 Black Chambers of Commerce across the nation. We are founded on our 5 Pillars of Advocacy, Access to Capital, Entrepreneurial Training, Contacting, and Chamber Development. We create resources and initiatives like the [ByBlack.us Platform](https://byblack.us) to support both Black Chambers and businesses to help move the Black economic agenda forward.

ByBlack.us is an extensive national Black business directory developed by USBC and now, with the support of American Express, offers the only national certification exclusively for Black-owned businesses at no-cost. ByBlack is designed to provide Black entrepreneurs a way to reach new customers and get access to valuable business resources.

We are seeking a problem solver with excellent communication skills and impeccable attention to detail. He/she must have previous experience working in a virtual office environment, performing administrative tasks, quality assurance, customer service and technical assistance. The ability to multitask, manage complex schedules, and meet changing deadlines is essential to the position. The ideal candidate will be expected to work cooperatively with internal and external members to track goals and enhance organizational effectiveness. The candidate will report to the Program Manager.

Responsibilities

- Serve as the eyes and ears of the office, providing information, answering questions, and responding to requests via general email inbox.
- Provide technical support and outreach to applicants
- Maintain workflow by analyzing and refining standard operating procedures, such as scheduling, communications, office layout, etc.
- Coordinate internal and external resources to expedite workflow
- Oversee and achieve organizational goals while upholding best practices
- Assist in tracking and recording goals
- Provide front desk coverage, including managing a busy, multi-line phone system, greeting guests who enter the office, managing incoming/outgoing mail and shipments, and maintaining an organized, clean office environment
- Provide direct administrative support to senior leaders, including email correspondence, and generation and distribution of memos, letters, spreadsheets, forms, and faxes
- Plan, organize, and schedule company meetings occurring in the office, offsite, and via video conference.

Qualifications

- High school diploma or equivalent
- Proven administrative experience
- Bachelor’s degree preferred
- Prior experience supervising outreach specialist and local project teams.
- Proficient with Microsoft Office Suite with aptitude to learn new software, databases and systems
- Excellent verbal and written communication skills.
- Strong time-management skills and multitasking ability

*For immediate consideration, please submit your resume and cover letter to careers@usblackchambers.org.
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