

Marquette Downtown Development Authority

Job Description

Position: Operations Administrator

This is a 25-30 hour per week position responsible for office administration, management of the downtown parking system, and a variety of bookkeeping and clerical services for the Marquette Downtown Development Authority (MDDA). Primary direction and supervision received from the MDDA Executive Director.

Duties and Responsibilities:

- Administers the downtown parking system including billing, distribution of downtown parking permits, coordination of parking meter related issues, oversight of meter inventory, and answering parking related customer inquiries.
- Coordinates monthly parking committee meetings and serves as staff liaison for the parking subcommittee of the MDDA Board of Directors.
- Manages daily operations of MDDA office.
- Manages accounts receivable.
- Processes invoices and disbursements.
- Provides front-line customer service by managing phone calls, routing mail, and sharing information about downtown in an effective and courteous manner.
- Maintains office supplies inventory and maintains and/or coordinates maintenance of office machines.
- Operates basic office equipment including personal computers using Microsoft Power Point, Publisher, and Excel, Quickbooks, Internet, email, website, and parking management software.
- Updates various information databases including the parking database, downtown properties database, and property owners database.
- Assists the Executive Director in preparation for MDDA Board of Director meetings and other meetings as requested.
- Assists the Executive Director with grant writing and administration.
- Participates in developing programs regarding business recruitment, retention, and expansion in the district.
- Provides filing, recordkeeping, and other services as requested by the Executive Director.
- Works with Promotions & Events Coordinator to ensure business directories are accurate and up-to-date.
- Assists with the coordination and staffing of special events sponsored by the MDDA and other events as requested.
- Assists with the efficient distribution of mailings, brochures, maps, and other

correspondence.

- Assists with rental of the Marquette Commons facility.
- Performs related functions as assigned.

Materials and Equipment Used:

- Various computer software including Microsoft Power Point, Publisher, and Excel, Quickbooks, Internet, email, website, and parking management software.
- Computers, printers, telephones, fax machines, 10-digit calculators.

Qualifications Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications:

- Knowledge of modern office procedures and practices, filing and record-keeping systems and common clerical procedures.
- Knowledge of computer operations, particularly Quickbooks, word processing, spreadsheets, desktop publishing, Internet, and email.
- Basic bookkeeping procedures and practices.
- Skill in operating standard office equipment.
- Ability to effectively communicate orally and in writing.
- Proficiency in spelling, grammar, and letter composition.
- Human relations and customer service skills in interacting with the public.
- Ability to maintain effective working relationships with co-workers, business owners, property owners, and the general public.
- Ability to work in a busy, high-energy environment.
- Experience in successfully meeting deadlines.
- Demonstrated ability to independently organize and prioritize work assignments.
- Demonstrated ability to work with accuracy and attention to detail.

Preferred Qualifications:

- Required education and training includes a high school diploma, or equivalent. College degree preferred.
- A minimum of two years office administration experience.
- Understanding of a downtown environment.
- Understanding and/or experience with a downtown parking environment.
- Knowledge and understanding of accounting and/or bookkeeping principles.

Physical Demands:

- Lifting and/or carrying objects weighing up to 30 lbs.
- Frequent sitting, standing, and walking.
- Occasional driving.
- Frequent bending, twisting, and reaching.
- Occasional squatting and climbing.
- Ability to communicate orally in a clear manner.
- Ability to distinguish sounds at various frequencies and volumes.
- Ability to distinguish people or objects at varied distances under a variety of light conditions.
- Ability to withstand noise changes in the work environment.

Compensation: Hourly wage commensurate with experience. Paid time off after 1 year of employment.

This job description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this job description.