



Administrative Coordinator, Front Desk

Background

Central Atlanta Progress, Inc. (CAP) is a private, nonprofit corporation of Atlanta business leaders, property owners, and institutions working with each other and with government since 1941 to help build a more vibrant city center. CAP carries out research and planning and acts as a catalyst for a wide range of programs and projects for the improvement of Downtown Atlanta. Our affiliate organization, the Atlanta Downtown Improvement District (ADID), funds major programs in transportation, capital improvements, public safety, cleanliness, and marketing. For more information, visit www.atlantadowntown.com.

POSITION CLASSIFICATION (this is not a remote position)

This is a full-time, exempt position with a competitive salary based on skills and experience. Office hours are 8:30 AM until 5 PM.

Employment, including benefits, is provided through Central Atlanta Progress, Inc. (CAP) and offers employees a competitive benefits package, including health insurance, dental insurance, short-term disability, and a 401(k) savings program.

CAP is an equal opportunity employer and will consider all qualified applicants for employment without regard to age, disability, religion, creed, political affiliation, race, color, sex, marital status, sexual orientation, or national origin.

Full COVID-19 vaccination is required.

TO APPLY

Interested applicants should e-mail a letter of interest and their resume to hr@atlantadowntown.com. Only those applicants deemed qualified will be contacted.

No phone calls, please.

Position Description

As the *Administrative Coordinator for Central Atlanta Progress*, you will play a vital role in providing operational support to the administration and program teams. Your efforts will contribute to the organization's mission of continually growing economic prosperity, elevating the quality of life, and improving the image of Downtown Atlanta for businesses and the broader community.

Key Responsibilities:

1. **Manage Front Desk Reception:** Take the lead in managing a welcoming and efficient reception function for an office of 20 individuals. Key tasks include answering the 'main' telephone line, proactively managing meeting activity in three conference rooms, maintaining schedules, coordinating with building security for guests, supporting AV equipment, and ensuring tidiness.
2. **Office Administration:** Support the effective and organized day-to-day operation of the office. Typical tasks include managing office supplies (inventory and ordering), coordinating service contracts with equipment vendors (phone, copiers, etc.), processing incoming and outgoing mail and shipments, and overseeing housekeeping tasks, particularly in shared office spaces like the kitchen and supply room.
3. **Leadership Meeting Support:** Lead the coordination of key recurring meetings for CAP and ADID leadership and governance. This involves arranging logistics for handouts, presentations, and food, attending meetings, and taking notes to prepare formal written meeting minutes.
4. **Salesforce Database Management:** Actively support the management of CAP's Salesforce database, containing member, contact, and Downtown characteristic data. Ensure the continual accuracy and completeness of the content and participate in data collection and integration efforts to expand the database's breadth and depth.
5. **Special Projects:** Remain flexible and prepared to provide specific clerical and administrative support tasks for various programs and projects as needs arise.

Desired Qualifications:

- **Superb Communication Skills:** Possess excellent verbal and strong written communication abilities.
- **Detail-Oriented and Organized:** Show exceptional attention to detail, adept at prioritization, and capable of organizing multiple projects effectively. Skilled in problem-solving and multitasking to meet deadlines.
- **Proficiency in Cloud-Based Microsoft Office Tools:** Demonstrate proficiency in cloud-based Microsoft Office software, including Outlook, Teams, Office, and Excel.
- **Salesforce Experience:** Familiarity with using Salesforce for data collection, reporting, and customer relationship management. Display a willingness and ability to learn and understand new software.

- **Creativity and Teamwork:** Exhibit creativity and an ability to thrive both independently and as part of a team. Previous experience in cross-functional team environments is highly desired.
- **Critical Thinking:** Possess the ability to think critically and synthesize large amounts of information effectively.
- **Customer Service Mentality:** Embrace a 'customer service' mentality, presenting a positive and helpful attitude to the CAP team, visitors, stakeholders, and vendors.
- **Passion for Downtown Atlanta:** Display a genuine love for and interest in building a more vibrant and stronger Downtown Atlanta.
- **Solid Business Acumen:** Show a practical understanding of business and organizational core principles and best practices.
- **Collaborative Problem-Solver:** Be a team player who excels in addressing challenges through a collaborative and solution-oriented approach.
- **Exceptional Communication Skills:** Demonstrate exceptional communication abilities, with the capability to connect effectively with diverse groups of people.
- **Proven Career Progression:** Have a track record of holding positions with increasing responsibilities, showcasing hands-on leadership in optimizing organizational performance.
- **Success in Dynamic Environments:** Highlight demonstrated achievements in key roles within rapidly evolving outward-facing organizations.

If you possess these qualifications and are eager to contribute to our mission of creating an exceptional urban experience and vibrant community, we look forward to reviewing your application. This is a full-time, exempt position with a competitive salary, and we offer a comprehensive benefits package. Central Atlanta Progress is an equal opportunity employer committed to diversity and inclusivity. To apply, please email your letter of interest and resume to hr@atlantadowntown.com. Only qualified applicants will be contacted for further consideration. Thank you for your interest in joining our team!