



ADMINISTRATIVE/COMMUNICATIONS COORDINATOR

ABOUT TPO: Since 1991, TPO is a highly respected HR consulting firm based in Monterey, California. We are a team of highly experienced, professionally certified HR experts and Licensed Private Investigators (Lic: PI-25638) who thrive on providing HR Best Practice solutions for all sizes of employers in private, non-profit, and public sectors. Our work environment is collaborative, supportive and friendly. Learn more about who we are and what we do at www.tpohr.com.

JOB SUMMARY: Coordinates and prioritizes clerical, administrative, technology, marketing materials and communications of TPO operations, Consultants and Principals.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

I. OFFICE/BUSINESS MANAGEMENT SUPPORT

- Maintains and updates standardized administrative/operational/branding procedures and policies.
- Administers accurate and efficient database and document management for all digital and hard-copy information.
- In conjunction with IT and other contractors/vendors, ensures computer, phone, copier, and other devices are operational and current.
- Regularly updates Critical Contact Sheet with current password and access data.
- Provides regular reports (such as monthly Member Reports) and other financial data as requested by Principal.
- Oversees all office, marketing, training, administrative and kitchen supplies being on hand.

II. CLIENT/MEMBER SUPPORT

- Provides project support for Consultants, Principals and clients.
- Supports consultants with monitoring deadline dates for new and renewal member contracts/agreements.
- Responsible for ongoing TPO Dashboard updates and member renewal reports.

III. TRAINING & DEVELOPMENT SUPPORT

- Coordinates and administers the Annual Training Calendar – programming all associated applications including GoldMine, GoToWebinar, TPO Website and Constant Contact.
- Assists Consultants with development and standardized formatting of PowerPoint presentations.
- Oversees tracking and reporting attendance, cancellations, and other training program activities (VirtuaLive and/or In Person) for planning and follow ups.
- Provides administrative and marketing support for Annual Employment Law & Leadership Conference VirtuaLive administration – including registration, marketing, sponsor relations and campaigns and post- conference activities.

IV. MARKETING/COMMUNICATIONS SUPPORT

- Creates and updates information sheets (ads), correspondence, documents, and other projects as assigned – ensuring standardized file naming, storing, branding/formatting and copyright.
- Maintains TPO website, coordinating (with GoDaddy) and/or makes regular updates in copy and training program information and scheduling.
- Regularly updates Constant Contact lists, communicating bounces, unsubscribed, email address changes and deletions to Lead Consultant. Ensures data accuracy between Constant Contact and GoldMine.

- Creates and schedules ongoing Constant Contact campaigns to market upcoming prescheduled trainings, eCompliance/eLearning including social media posts.
- Partners with assigned Lead Consultant of regional Chamber Relations organizing, tracking and administering all aspects of membership agreements.

V. TECHNOLOGY SUPPORT

- Responsible for the daily oversight and IT coordination of TPO's electronic/computer systems including equipment, software and data.
- Serves as TPO Web Master for ongoing updates (either directly or via GoDaddy) to ensure accuracy and optimum functionality.
- Takes the lead for CRM (Goldmine), Internet and all other communications and data storage programs and systems.

REQUIRED SKILLS, ABILITIES and TRAITS:

- Competent skills and abilities in: CRM applications in a Windows environment, website management, GoToWebinar, Zoom, Constant Contact, Microsoft 365 (Excel proficiency), Adobe, and database/document management, office equipment including, internet technologies, hardware and software.
- Dependable and confidential with a friendly, outgoing and likeable personality and excellent customer service.
- Superior organization skills, detail-oriented, strong work ethic, self-motivated, exceptional people skills, ability to prioritize and multi-task – a proactive “process thinker”.
- Excellent written and verbal communication skills, including accurate grammar and business correspondence knowledge.

EDUCATION and/or EXPERIENCE:

- Associate degree (A.A.) or equivalent from two-year college or certificate program; or equivalent combination of education and business office experience.
- Knowledge of Human Resource and employment laws and bilingual Spanish a plus.

If we've described you, the work environment and the career opportunity you've been looking for – then please submit your resume to Caron Pearce, Lead Consultant/HireRight Systemssm Specialist caronp@tpohr.com. Include a cover letter explaining: 1. Why you are interested; 2. What makes you qualified, and 3. Why you feel you would be a good fit with TPO and this key position. Subject: Administrative/Communications Coordinator Opportunity.