



# metrochamber

SACRAMENTO METROPOLITAN  
CHAMBER OF COMMERCE

## Job Description

<b>Job Title:</b> Cap to Cap Scheduler	<b>Reports to:</b> Director of Public Policy	<b>FLSA Status:</b> Non-Exempt
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**Summary:** The Cap to Cap Scheduler will assist with scheduling and confirming several lobbying appointments with congressional, committee and administrative officials.

This will be achieved by performing the following duties:

**Essential Responsibilities** include the following. Other duties may be assigned.

- Exemplify Metro Chamber's Mission Vision and Values by exceeding internal and external company goals and expectations through Collaboration, Growth Orientation and Impact over Ego.
- Field all incoming calls appropriately, ensure that phones are answered in a timely, friendly and professional manner. Thoroughly investigate the needs of the caller to appropriately route the call.
- Reads and routes incoming mail. Locates and attaches appropriate file to correspondence to be answered by Chamber partners.
- Composes and types routine correspondence to organizations, elected officials and similar to ensure meeting requests are upheld.
- Assist with organizing and maintaining file systems and file correspondences and other records.
- Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.
- Makes copies of correspondence or other printed materials.
- Promptly and professionally greet scheduled visitors and escort to appropriate area or person.
- Prepares outgoing mail and correspondence, including e-mail, faxes and mass mailings
- Orders and maintains supplies and arranges for office equipment maintenance.

**Competencies:** To perform the job successfully, an individual should demonstrate the following:

- **Job Knowledge / Technical Skills** – Thoroughly understands all aspects of the job; possesses practical hands-on experience; Needs some direction. Drive to continuously build knowledge base and improve professional skills.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Communication** - Speaks and writes clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Writing is clear, informative and professional.
- **Team Work** - The ability to work effectively with others, balancing the needs of the team and those of the individual; Gives and welcomes feedback.
- **Administration and Organization Support** - Follows policies and procedures; Processes paperwork accurately, timely and legibly; Adapts to changes in the work environment;

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Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

- **Productivity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly. Can be relied upon to meet schedules, deadlines and productivity standards; completes tasks on time or notifies appropriate person with and alternate plan; Ability to prioritize work load, attain needed resources and execute a plan that optimized results.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Strategic Thinking**- Focuses on how to create a better future for the organization by being proactive, prioritizing work performed by level of importance and adding value through the accomplishment of high payoff results
- **Planning Organization**- Ability to prioritize work load, attain needed resources and execute a plan that optimized results.
- **Professionalism**- Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Dependability**- Can be relied upon to meet schedules, deadlines and productivity standards; completes tasks on time or notifies appropriate person with and alternate plan.
- **Appearance and Grooming**- Practices and appropriate grooming, hygiene and attire selection.
- **Innovation**- Displays original thinking and creativity/ meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- **Problem Solving/Judgement**- Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions and assess consequences; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Initiative**- Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for and offers help when needed; Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

**Qualifications:** 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.

- **Education and/or Experience:** Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

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- **Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest and commissions. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability:** Must possess the ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Must possess the ability to deal with problems involving a few concrete variables in standardized situations.
- **Business Acumen:** Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- **Computer Skills:** To perform this job successfully, an individual should have knowledge of, Internet software, Spreadsheet software, Presentation software and Word Processing software.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is:

**Standing and Sitting:** Specific demands for standing and sitting on this job:

- Frequently required to sit;
- Regularly required to stand

**Walking and Reaching:** Specific demands for walking and reaching on this job:

- Regularly required to walk and reach with hands and arms

**Climb, Balance, Crawl:** Specific demands for this job:

- The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.

**Dexterity and Sense of Touch:** Specific demands for sense of touch and dexterity on this job:

- Frequently required to use hand to finger movements, handle, or feel;

**Lifting:** Specific demands for lifting on this job:

- Regularly lift and/or move up to 10 pounds
- Occasionally lift and/or move up to 25 pounds

**Vision:** Specific vision abilities required by this job:

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- Close vision
- Distance Vision
- Color Vision
- Peripheral Vision
- Depth perception
- Ability to adjust focus

**Verbal and Auditory Demands:** Specific talking and hearing abilities required by this job:

- Must be able to talk and hear

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate\

### Employee Acknowledgement:

My signature certifies that I understand that the foregoing job description is a description of work to be performed, expected competencies and qualifications necessary to be successful. I am attesting that I meet or exceed these qualifications and can perform the essential duties while adhering to the standards set forth under the Physical Demands.

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Employee Name

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Employee Signature

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Date

Compliments Of:

