

TOURNAMENT OF ROSES ASSOCIATION  
JOB DESCRIPTION

Job Title: Member and Public Services Assistant  
Department: Marketing, Communications & Membership  
Reports To: Senior Manager, Member Services  
FLSA Status: Nonexempt

**SUMMARY OF PURPOSE OF JOB:**

The job's purpose is to assist in the administrative and operational aspects of the Membership Services Department and to provide support to the organization's members and to the general public when appropriate. The position will provide front desk support to the Pasadena Tournament of Roses Association year-round by representing the Association to callers, visitors and members in a friendly and professional manner.

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

- Greets all visitors to the Association offices. This may include members of the Association, members of the general public, and those making deliveries.
- Responds to questions as necessary and redirects visitors to another staff member as appropriate.
- Provide information to callers and visitors.
- Orders and distributes office supplies.
- Stock and sell merchandise at the front desk.
- Provide assistance and information to Association members and committees.
- Assist the Senior Manager, Member Services with member services and special projects, as needed.
- As directed, updates data platforms for use by Association members.
- General clerical duties as needed (sorting mail, ordering supplies, copying, etc.)
- Orders name badges and other member supplies.
- As directed, provides administrative and logistical support for member events and workshops.
- Supports committee meetings as needed. Creates RSVP lists, binders, printing labels and copies for committee meetings, as directed.
- Provide support for Marketing, Communications & Membership-related events and activities.
- Serve as staff liaison to the Association's operating committees, as assigned.

**SUPERVISORY RESPONSIBILITIES**

This position does not supervise other employees.

**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**

Some college preferred, and 1-3 years' experience working in a fast-paced office environment.

**COMPETENCIES REQUIRED** (unless stated otherwise)

- Mid-level proficiency in MS Office suite
- Ability to navigate internet
- Professional appearance and demeanor
- Excellent customer service skills
- Ability to speak clearly and articulately
- Bilingual Spanish or Mandarin preferred, but not required

**COMPENSATION**

Annual compensation \$39,000 - \$42,000, including health/medical benefits, retirement plan and paid vacation.

Submit resumes to [jobs@tournamentofroses.com](mailto:jobs@tournamentofroses.com). No phone inquiries, please.