

Administrative Assistant

Blue Ridge Crossroads Small Business Development Center, Blue Ridge Crossroads Economic Development Authority, & Wired Road Authority

Location: Galax, Virginia

Employment Status: Full-Time

Reports To: Executive Director / Director, as assigned

Position Summary

The Administrative Assistant provides professional administrative, organizational, and program support to the Blue Ridge Crossroads Small Business Development Center (SBDC), the Blue Ridge Crossroads Economic Development Authority (BRCEDA), and the Wired Road Authority. This position serves as an important point of contact for entrepreneurs, small-business owners, community partners, government officials, board members, vendors, and the general public.

The successful candidate will be highly organized, dependable, detail-oriented, professional, and capable of managing multiple priorities while maintaining confidentiality and excellent customer service.

Essential Duties and Responsibilities

Administrative Support

- Provide day-to-day administrative support to the SBDC and BRCEDA executive and program staff.
- Answer calls, respond to emails, greet visitors, and provide accurate information to clients and community partners.
- Maintain calendars, schedule appointments, coordinate meetings, and assist with travel arrangements.
- Prepare correspondence, reports, forms, spreadsheets, presentations, agendas, meeting materials, and other documents.
- Maintain organized electronic and physical filing systems.
- Assist with incoming and outgoing mail, office supplies, purchasing, and general office operations.
- Maintain confidential records and sensitive business and organizational information.
- Track deadlines, follow-ups, projects, and administrative requirements.

Small Business Development Center Support

- Assist SBDC staff with scheduling and coordinating client appointments and business advising.

- Maintain client and program records in accordance with SBDC, SBA, and organizational requirements.
- Assist with registration and coordination of workshops, seminars, training programs, and community events.
- Prepare attendance records, sign-in sheets, certificates, promotional materials, and follow-up communications.
- Assist with collecting program information and compiling statistics for required reports.
- Help create and maintain current information on SBDC websites, social media platforms, newsletters, and other communications.
- Provide professional customer service to entrepreneurs and small-business owners seeking information or assistance.
- Direct clients to appropriate SBDC staff, government agencies, community organizations, financial resources, and other business-development resources.

Economic Development Authority Support

- Provide administrative support for BRCEA meetings, committees, projects, and programs.
- Prepare and distribute meeting notices, agendas, packets, minutes, correspondence, and supporting documents.
- Assist with maintaining board and organizational records.
- Support economic-development projects and initiatives through research, data entry, document preparation, scheduling, and follow-up.
- Assist with communication and coordination among BRCEA, the City of Galax, Carroll County, Grayson County, businesses, regional partners, and state and federal agencies.
- Assist with preparation of grant documentation, reports, project files, and other economic-development materials as directed.
- Support business recruitment, retention, and expansion activities through administrative and research assistance.
- Assist with special events, business visits, community meetings, and economic-development programs.

Financial and Program Support

- Assist with invoices, purchase orders, receipts, expense documentation, and financial records.
- Assist with tracking program expenses and preparing documentation for reimbursements.

- Maintain accurate spreadsheets and databases.
- Assist staff with grant, SBA, SBDC, and other program documentation.
- Compile information and supporting documentation for audits, monitoring visits, and reporting requirements.

Communications and Outreach

- Prepare and distribute newsletters, announcements, meeting notices, and other communications.
- Assist with social media and website updates.
- Help coordinate publicity and outreach activities.
- Maintain professional relationships with local businesses, nonprofit organizations, government agencies, chambers of commerce, educational institutions, and other community partners.
- Represent the organization in a courteous and professional manner when communicating with the public.

Required Qualifications

- High school diploma or equivalent required; associate degree or additional education in business administration, public administration, communications, economic development, or a related field preferred.
- Two or more years of administrative, office, customer-service, business, government, nonprofit, or related experience preferred.
- Strong computer skills, including Microsoft Word, Excel, Outlook, PowerPoint, Canva, AI, and other internet-based applications.
- Excellent written and verbal communication skills.
- Strong organizational skills and attention to detail.
- Ability to maintain accurate records and meet deadlines.
- Ability to handle confidential information appropriately.
- Ability to work independently while also functioning effectively as part of a team.
- Professional demeanor and strong customer-service skills.
- Ability to manage multiple priorities and adapt to changing needs.

Preferred Qualifications

- Experience working with a small business, economic development organization, government agency, nonprofit organization, chamber of commerce, or similar organization.

- Familiarity with small-business resources, economic development, entrepreneurship, grants, or community development.
- Experience coordinating meetings, workshops, conferences, or public events.
- Experience with bookkeeping, financial documentation, grant administration, or reimbursement processes.
- Experience managing websites or social media.
- Familiarity with the Galax/Carroll County/Grayson County business community and regional economic-development organizations.

Knowledge, Skills, and Abilities

The successful candidate should demonstrate:

- Exceptional organization and attention to detail.
- Strong interpersonal and customer-service skills.
- Professional written and verbal communication.
- Ability to prioritize and manage multiple assignments.
- Strong computer and data-management skills.
- Ability to work with business owners, government officials, community leaders, and the general public.
- Good judgment and discretion when handling confidential information.
- Initiative and willingness to identify administrative needs and solve problems.
- Ability to work cooperatively with multiple organizations and community partners.
- Flexibility to assist with occasional evening meetings, workshops, or special events.

Physical and Work Requirements

- Primarily office-based work in Galax, Virginia.
- Frequent use of computers, telephones, office equipment, and electronic communication systems.
- Ability to sit, stand, walk, file documents, and occasionally lift or move office materials.
- Occasional local travel may be required for meetings, events, workshops, and economic-development activities.
- Occasional evening or weekend work may be required based on organizational needs.

Performance Expectations

The Administrative Assistant is expected to maintain a high level of professionalism, accuracy, confidentiality, responsiveness, and customer service. Because the position supports both small-business development and regional economic-development activities, the employee should demonstrate a willingness to assist wherever needed and contribute positively to the success of the organization and the businesses and communities it serves.

Equal Opportunity Employer

This job description is intended to describe the general nature and level of work performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, qualifications, or working conditions.

To Apply: Send cover letter, resume, and three professional references to Ginny Plant, SBDC Director, at gplant@brceda.org

Application Deadline: September 30th at 5 pm

Salary Range: \$34,000 - \$37,000, plus benefits, including Virginia Retirement System, as well as health insurance, paid sick and annual leave, and paid holidays.