

JOB DESCRIPTION

JOB TITLE: Administrative Assistant

DEPARTMENT: Office

SUMMARY: Initiates, coordinates, and executes administrative support.

DUTIES AND RESPONSIBILITIES:

- Answers and screens telephone calls in a professional and timely manner; takes accurate messages with a high degree of professionalism and courtesy, and routes callers to the appropriate party.
- Distributes daily internal/external mail and overnight packages.
- Composes, types, and distributes professional correspondence and memoranda, E-mails and faxes, using individual initiative and as assigned.
- Proactively establishes, and maintains highly organized filing system; files correspondence and other records.
- Meets and greets visitors.
- Coordinates meetings including but not limited to preparing and distributing agendas and other meeting materials, reserving and preparing facilities.
- Orders and maintains supplies, coordinates office equipment maintenance.
- Performs general clerical duties including but not limited to filing, photocopying, faxing, and mailing.
- Assists with special projects as assigned.
- Performs other related duties as assigned by management.

QUALIFICATIONS:

- Three to five years related experience, or equivalent combination of education and experience.
- Excellent verbal and written communication skills.
- Commitment to excellence and high standards.
- Strong organizational, problem-solving, and analytical skills; able to manage priorities and workflow.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Acute attention to detail.

COMPETENCIES:

- **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.
- **Oral Communication**--Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

- **Written Communication**--Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Organizational Support**--Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Continually required to sit
- Continually required to utilize hand and finger dexterity
- Continually required to talk or hear
- Continually required utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to lift/push/carry items less than 15 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.