



## Job Description

**Job Title:** Administrative Assistant/Receptionist

**Department:**

**Supervisor:** Executive Assistant

**FLSA Status:**

### Summary

Provides advanced administrative support to the department teams as directed. Primary duties include meeting/project coordination, calendar management, preparation of correspondence and reports across multiple departments in a fast-paced environment. The position requires a thorough overall knowledge of the goals and direction of the organization and the ability to work closely with the senior management team using sound judgment and discretion. Provides general office support and reception duties.

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

- Be available on-site for regular office hours – Monday through Friday from 8:30am until 5:30pm.
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Answers questions about organization and provides callers with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Update appointment calendars.
- Assists colleagues with administrative tasks such as entering new business contacts into database.
- Receives, sorts, and distributes mail to appropriate personnel.
- Orders, receives, and maintains office supplies.
- Communicates directly, and on behalf of the senior management team, with board members, members, sponsors, and others, on matters related to programmatic initiatives.
- Performs meeting scheduling and logistics including polling participants, sending notices/invitations, reserving locations, ordering food, and managing technology (including setup and takedown).

- Sets up new hires with calendar sharing and software training. Ensures new hire orientation checklist is accomplished.
- Maintains the office, kitchen, work room and conference rooms; keeps tidy and stocked with appropriate supplies.
- Inputs orders for technology related items, such as computers, peripherals, and software.
- Assists with troubleshooting office systems.
- Serves as liaison between staff and the IT consultant.
- Contributes to the efficiency of the organization by performing other duties and participating in special projects, as assigned.

### **Competencies**

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

**Communication** - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

**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.

**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.

**Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

**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**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**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 regularly required to talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds.

**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.

**The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date