



ADMINISTRATIVE ASSISTANT POSITION DESCRIPTION

Position Title; Administrative Assistant
Reports to: Executive Director
Position Type Full time , non exempt

WORK DESCRIPTION

The Administrative Assistant ensures the efficient day-to-day operation of the office, and supports the work of management and other staff. Responsible for performing a wide variety of secretarial and administrative support duties in a manner that will ensure the efficient and proper operations of the HOPE Outreach Center and support the productivity and effectiveness of the volunteers and staff. This position works under the direction of the Executive Director. Much of the work performed is done at the initiative of the incumbent in concert with priorities agreed to with the Director. The incumbent is responsible for dealing professionally with confidential information while performing several aspects of assigned work.

PRIMARY DUTIES AND RESPONSIBILITIES

- Greet clients/suppliers/visitors to the organization in a professional and friendly manner
- Provide secretarial and administrative support to the Executive director and other staff.
- Organize the Administrative Offices to maximize productivity, efficiency and effectiveness.
- Use computer word processing, spreadsheets, and database software to prepare reports, correspondence, communications and documents as well as audio-visual materials.
- Update and ensure the accuracy of the organization's databases. Ensure that databases are maintained and meet the needs of the organization.
- Back-up electronic files using proper procedures.
- Become proficient in the organizations donor management database.
- Manage, prepare and send gift acknowledgement and notification letters.
- Enter, retrieve, assemble, analyze and report statistical data.
- Direct phone inquiries to the appropriate staff members.
- Screen incoming calls for the Director and evaluate them in terms of importance and priority, using judgment as to whether to interrupt the Director, take the message or refer them to other appropriate staff.
- Sort incoming mail, faxes and courier deliveries for distribution.
- With the Executive Director, prepare Board meeting agendas and supporting material for distribution. Ensure the timely distribution of material to the Board.
- Transcribe minutes of Board and Staff meetings as appropriate. File minutes in appropriate files.
- Ensure timely distribution of materials to Board, staff and other stakeholders.
- Initiate resolution of questions/issues on routine matters consulting with others as necessary.
- Maintain updated lists of Community Resources.
- Maintain Director's and Staff calendars accurately and up-to-date.
- Maintain Center's Activity Calendar.



HOC- Position description continued

- Assist with the Sunshine Group coordination (birthdays, special events, etc.).
- Create and maintain inventory control systems.
- Order, receive and store office supplies ensuring that basic supplies are always available.
- Organize code and file materials/documents according to the established file systems procedures.
- Maintain In-service files.
- Coordinate the use, maintenance and recordkeeping of office equipment.
- In-service Emergency Assistance staff and volunteers on office procedures and equipment.
- Coordinate volunteer work for the Emergency Assistance Program ensuring that volunteers have work prepared for them when they come in to perform their volunteer duties.

EXPERIENCE

Requires a minimum of 5 yrs. experience as administrative assistant in the for profit or nonprofit industry.

QUALIFICATIONS

1. Associate Degree in Business Administration or related field at a minimum. Bachelor Degree highly desirable. Post-secondary education, equivalency or training, in office business administration or computer technology will be considered commensurate with experience .
2. Self starter/Self directed.
3. Detail oriented.
4. Bilingual and fluent in English and Spanish.
5. Proficient in computer software and programs including Microsoft Office- Word, Excel, Access, mail merges, Power Point, spreadsheets, databases , bookkeeping and Quick Books, e-mail, Internet, social media.
6. Proficient use of office equipment including computers, voice message systems, faxes copiers, scanners, adding machines etc.
7. Excellent verbal/telephone communication skills. Possesses written communication skills enabling independent handling of routine correspondence and proofreading of complex letters, reports and other documents.
8. Ability to work with persons of diverse backgrounds, skills and abilities.
9. Excellent communication skills and ability to supervise volunteers.
10. Ability to organize and prioritize work.
11. Demonstrates customer service skills in a professional business environment. Tact, diplomacy and sensitivity to respect confidential information.
12. Ability to tolerate numerous interruptions throughout the day
13. Creativity in problem resolution and an open-mind to new ideas
14. Work schedule flexibility.

WORKING CONDITIONS

1. Administrative Assistant works in an office environment
2. Administrative Assistant usually works a standard work week