



Position Title: Office Assistant

Department: Operations

Reports To: Chief Operating Officer- FLSA Status: Hourly

General Function: The Office Assistant plays a crucial role in organizing and coordinating office administrative and procedural tasks to ensure the organization runs effectively, efficiently, and safely. A successful Office Assistant is a highly energetic professional who understands the value of hospitable customer service. They should have extensive experience managing a wide range of duties and support-related tasks and be able to work independently with little or no supervision. The ideal candidate should be well-organized, flexible, and enjoy the challenges of supporting an office of diverse people, which leads to greater focus for all stakeholders.

The following are the essential duties and responsibilities that must be performed. Additional duties may also be assigned as required.

- Answer incoming telephone calls, determine the call's purpose, and forward it to the appropriate personnel or department. Answer questions about the organization and provide callers with addresses, directions, and other information.
- Ensure smooth and efficient front desk operations.
- Receive maintenance, mailing, shipping, and office supply orders.
- Maintain copy paper and water supply at all stations.
- Initial point of contact to connect the appropriate staff with emergency food walk-ins and monetary donations.
- Responsible for creating and maintaining regular communication with all departments, ensuring the front desk shares correct and relevant information.
- Provide administrative support on an as-needed basis for special projects as directed.
- Order, receive, and maintain office, kitchen, and janitorial supplies for the entire agency.
- Print fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Route all incoming faxes to appropriate staff and departments
- Responsible for maintaining procedures for cleanliness and overall appearance of the reception area and agency public and communal areas.

- Ensure security, integrity, and confidentiality of data.
- Provide assistance with mailings as directed.
- Provide daily operational support, including setting postage machine and running postage for all departments.
- Prepare first-class outgoing mail daily. Refill postage meter as needed. Record and submit monthly meter readings to the CFO.
- Maintain petty cash and submit monthly reconciliation to the CFO.
- Maintain printer/toner inventory information and ordering of supplies.
- Maintain agency and conference room calendar in Outlook—relay and resolve conflicts in scheduling with staff as needed.
- Maintain staff mailboxes.

Education and/or Experience

5+ years' experience in administrative/office support required. Non-profit and/or customer service experience preferred.

Salary Range: \$40,414-\$51,785

Competencies

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

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

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.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

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.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

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.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

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.

Language Skills

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software; Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Valid driver's license.

Physical Demands: The physical demands described here represent those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand, walk, and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities this job requires include close vision, distance vision, and color vision.

Work Environment: The work environment characteristics described here represent those an employee encounters while performing the job's essential functions.

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, and outside weather conditions. The noise level in the work environment is usually quiet.

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