



JOB TITLE: Administrative Services Associate

Reports to: Marketing Director
Classification: Non-Exempt

Job Description

SUMMARY:

This position is primarily responsible for handling phone calls as well as providing support to the office in all coordination and evaluation of activities and issues related to the office. This position will also be responsible for keeping and managing office supplies inventory, scanning, running errands; sorting mail; keeping up with all the information required to keep a business office running smoothly; supporting sales team, and other duties and support as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers phones, transfer, and/or takes messages
- Receives all mail except receivables; opens, date stamps, highlights information, and distributes, etc.
- Scans, copies, and duplicates forms, etc. when needed.
- Keeps office supplies inventory up-to-date.
- Orders office supplies and verifies receipt of supply.
- Provides support to sales activities as needed including but not limited to:
 - Purchasing receiving.
 - Takes simple orders from customers, as assigned.
 - Sales data entry.
 - Processes delivery tickets.
- Follows up to special projects of the Marketing Director, as needed.

ACCOUNTABILITY:

- Receives general direction from the CEO and Office Manager, and carries out tasks with independence of criteria and action.
- Cost control as far as managing the office supplies.
- Maintains confidentiality.
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SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

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

Intellectual

- Analytical - Collects and researches data; uses intuition and experience to complement data.
- Design - Demonstrates attention to detail.
- 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.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- 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.

Leadership

- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision.
- 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.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

- Business Acumen - Understands business implications of decisions; displays orientation to profitability; aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- 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.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.

Self-management

- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; 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.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- 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 - 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.
- 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.

EDUCATION AND/OR EXPERIENCE:

Associate's degree (A.A.) or equivalent from two-year College or technical school; plus four or 1 or 2 years' administrative experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, to analyze, and to interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Accounting Software Excel based; Internet Software; Payroll Systems; Spreadsheet Software (Excel); Contract Management Systems; Human Resource Systems; Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation Software (PowerPoint).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver license and acceptable motor vehicle record.

OTHER SKILLS AND ABILITIES:

- Must be able to gracefully jump from one task to another, frequently interrupted mid task.
- Must have strong organizational skills.
- Good grasp of common sense.
- Excellent interpersonal skills.
- Excellent oral and written communication skills.
- Strong PC skills and in-depth knowledge of Microsoft suite of products, able to use more than one drive, able to search the computer for documents etc. in more than one method.
- Able to work well independently with little direction.
- Effective multi-tasking skills.
- Clear and conceptual thinking ability is a plus.
- Friendly, courteous, service-oriented, professional, outgoing, and customer service oriented.
- Remain calm and professional in stressful situations.
- Detail-oriented and work effectively under pressure while meeting all applicable deadlines.
- Recognize problems, identify possible causes and resolve routine problems.

OTHER QUALIFICATIONS:

- Must have dependable vehicle.
- Prior administrative duties experience, preferred.
- Must have high energy levels, positive attitude, highly motivated to get all the work done in the time allowed.

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 sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds.

Rearranging, taking down or putting up file storage boxes, rearranging offices, moving or receiving deliveries that come in at the front desk.

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.

ACKNOWLEDGMENT:

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organization or departmental needs.

Officer Signature

Employee Signature

Date

Date