

## POSITION DESCRIPTION

**Job Title:** Administrative Professional

**Reports to:** Office Manager

**Job Purpose:** To perform staff assignments independently and at the direction of the Office Manager by providing support for the programs of the association and related entities.

Listed below is an outline of the major duties and responsibilities that are required of the Administrative Professional. Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties that will be required to be performed.

### Major Duties and Responsibilities:

1. Provide telephone reception service. Greet visitors and answer telephone to determine needs and provide information or route visitor/caller to proper staff member. Respond to requests for routine information on Association activities or programs.
2. Provide administrative and clerical services for Management and other professional staff to support successful completion of projects, assignments, or program activity. Clerical services include, but are not limited to, composing letters, recording minutes of meetings, developing spreadsheets, maintaining member records and lists, databases, appointment and travel schedules and coordinating meeting arrangements.
3. Provide administrative and clerical services to various councils, committees, task forces, and region groups as assigned. Clerical services include, but are not limited to, sending meeting notices, recording minutes of meetings, and coordinating meeting arrangements.
4. Provide support service for web site. Support services may include, direct posting of articles and other items on web site, monitoring site for accuracy and timeliness of posted information.
5. Provide clerical service for association legislative activities, as assigned. Clerical support may include, scheduling meetings, contacting legislators and members, composing letters, and other activities related to legislative agenda.

6. Provide administrative and clerical support service for other general office procedures. Administrative and clerical services may include, general accounting or bookkeeping tasks, delivering bank deposits, retrieving and distributing mail from Post Office, ordering supplies, copying, collating and mailing documents, and other related tasks.
7. Must be able to travel (5% of time) to attend and participate in local and state meetings and conferences as appropriate.
8. Provide support services for conventions and conferences sponsored by the association and related entities. Support services may include, assisting with registration, mailing documents, attendance at convention or conferences, other related functions to enhance the success of the event.
9. Develop and maintain procedures manual for work performed.
10. Perform assignments independently and at the direction of the Office Manager.
11. Perform other duties needed or assigned by the Office Manager.

### **Qualification Requirements**

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 listed above.

### **Education and/or Experience**

One year certificate from college or technical school and two to three years related experience and/or training; or equivalent combination of education and experience.

### **Computer Software Requirements**

Microsoft software

- Windows, Word, Excel, Outlook – Intermediate Level
- Access, PowerPoint – Beginning to Intermediate Level
  - Other skills typically include use of a programmable telephone system, audiovisual equipment and the internet.

### **Analytical**

Collects and researches data. Designs work flows and procedures.

### **Design**

Generates creative solutions. Uses feedback to modify designs. Demonstrates attention to detail.

**Problem Solving**

Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Works well in group problem solving situations. Uses reason even when dealing with emotional topics.

**Project Management**

Coordinates projects.

**Technical Skills**

Pursues training and development opportunities. Strives to continuously build knowledge and skills. Shares expertise with others.

**Customer Service**

Manages difficult or emotional customer situations. Responds promptly to customer requests for service and assistance. Solicits customer feedback to improve service.

**Interpersonal**

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.

**Team Work**

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. Recognizes accomplishments of other team members.

**Written Communication**

Edits work for spelling and grammar. Able to read and interpret written information.

**Leadership**

Gives appropriate recognition to others. Displays passion and optimism.

**Quality Management**

Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.

**Ethics**

Treats people with respect. Works with integrity and ethically. Upholds organizational and staff core values. Accepts and abides by corporate mission, vision and values.

**Organizational Support**

Follows policies and procedures. Completes administrative tasks correctly and on time. Supports organization's strategic initiatives.

**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.

**Dependability**

Follows instructions and responds to management direction. Takes responsibility for own actions; Keeps commitments. Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative**

Volunteers readily. Undertakes self-development activities. Asks for and offers help when needed.

**Innovation**

Meets challenges with resourcefulness. Generates suggestions for improving work.

**Judgment**

Includes appropriate people in decision-making process.

**Motivation**

Demonstrates persistence and overcomes obstacles.

**Planning/Organizing**

Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources.

**Professionalism**

Approaches others in a tactful manner. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions and 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.

**Safety and Security**

Observes safety and security procedures. Determines appropriate action beyond guidelines. Reports potentially unsafe conditions. Uses equipment and materials properly.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

**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 frequently is required to use hands to manipulate objects, tools, or controls. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl.

While performing the duties of this job, the employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**Status**

Full-Time; FLSA status of this position is Non-Exempt

January, 2019