



Family, Career and Community Leaders of America

POSITION DESCRIPTION

Date Written or Revised: January 2021

Title: Administrative Assistant

Department: Programs and Leadership

Supervisor: Director of Programs and Director of Leadership

Job Status: Full-time Exempt
 Part-time Non-Exempt

PRIMARY PURPOSE

The Administrative Assistant provides administrative and clerical assistance to the Program and Leadership departments. This position also serves as the organization's receptionist.

ESSENTIAL FUNCTIONS

Reception

Percent of time spent: 20%

- Answer phones for the organization and direct calls appropriately;
- Walk our members and advisers through their portals in the Affiliation and Registration systems;
- Take messages if needed/ screen calls as requested;
- Maintain appropriate greeting on the phone system as needed;
- Return messages as needed;
- Assist in maintaining security of the building by monitoring the coming and going of visitors;
- Greet incoming visitors and inform appropriate staff member of visitor's arrival;
- Sign for packages;
- Monitor incoming faxes and forward them to the proper department;
- Monitor email account(s) for National Headquarters and forward emails onto the proper department as necessary;
- Check and lock all doors, including basement, before leaving in the evening; and
- Other tasks as needed.

Provide administrative support to the Director of Programs

Percent of time spent: 40%

Key Responsibilities

- Onsite support for Program Department in-house meetings;
- Inventory program flash drives at the end of every month;
- Upload purchased programs to adviser's portals;
- Assist with copying, organizing, and inventory of materials and supplies for Competitive Events;
- Assist with STAR Events evaluation results distribution and upload results into the portal;
- Provide support for the Competitive Events Advisory Team;
- Assist with update to Competitive Events Guide and Summary forms;
- Develop and assist with production, packing, and distribution of reports, mailings, and workshop materials;
- Assist with program activities to ensure optimum efficiency and compliance with appropriate deadlines, policies, procedures and specifications;
- Assist with Program Award and Scholarship processing and receiving returned documentation;
- Interacts and maintains liaison with students, staff and partner agencies in facilitating program and partner objectives;
- Assist with recruiting workshop and review committee participants, members and volunteers; and
- Assist in promoting opportunities in Fast Facts and Social Media.

Provide administrative support to the Director of Leadership

Percent of time spent: 40%

Key Responsibilities

- Assist with National Executive Council tasks such as meeting requests and arrangements, expense reports, compiling monthly reports, tracking all deadlines;
- Maintain Survey Monkey reports, update and compile data as needed;
- Assist with administrative duties of National Officer Candidate election process;
- Assist with preparation for Capitol Leadership, National Fall Conference, National Leadership Conference and NEC/A planning meetings;
- Prepare for new officers (create directories, compile bios, NEC Packet, order materials, letters to administrators, etc.);
- Maintain NEC calendar;
- NEC monthly reports (printed, distributed);
- IMPACT Fund applications (reviewed, sent out to appropriate people, track responses
- Assist in promoting opportunities in Fast Facts and Social Media
- Processing of expenses for NEC, NECA, LTT, NCT;
- Assist with travel arrangements for officers; and
- Assist with administrative duties in preparation for Leadership Academy and officer trainings at national conferences.

Experience and skills: 2-4 years' experience in all facets of administrative support. Tech savvy with intermediate to advanced skills in MS Office applications, database and presentation software. Demonstrated ability to master new applications quickly.

COMPETENCIES

- Consistently demonstrates positive customer service orientation.
- Works collaboratively with other staff and teams.
- Has the technical knowledge and skills to perform responsibilities effectively.
- Demonstrates strong interpersonal skills and manages conflict effectively.
- Exhibits a consistently high level of attention to detail and accuracy.
- Highly organized, uses time efficiently and consistently meets deadlines.
- Able to set priorities for routine work.
- Demonstrates initiative in maintaining regular workload and assisting others as time permits.
- Able to develop and implement basic process improvements for various routines and systems.
- Demonstrates strong business writing skills and edits documents for errors, grammar and content. Writes business correspondence and other documents clearly and professionally.
- Able to integrate long-term assignments effectively along with routine, daily work.

TRAVEL REQUIREMENTS

5% upon request

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