Date Written or Revised: May 2022
Title: Administrative Assistant
Reports to: Senior Director
Supervises: N/A
Job Status: [X] Full-time  [X] Exempt

PRIMARY PURPOSE: The Administrative Assistant supports the Senior Director and provides assistance to the Program, Leadership, Communication, Partnership, and Conference departments. This position performs general clerical/secretarial activities; assists with resource development; meetings; personnel and office administration activities. Must be capable of both in-person and remote work. Some travel may be required.

ESSENTIAL FUNCTIONS

Senior Director Support
Percent of time spent: 70%
• Provide support to Senior Director including, but not limited to: calendar maintenance, manage meeting requests from staff and partners, expense reimbursements, and other tasks as requested;
• Field calls that come in for the Senior Director and the main organization line and direct calls appropriately;
• Manage needs as requested by the Senior Director;
• Manage Senior Director’s conference schedules, materials for travel, and book travel accommodations;
• Assist with administrative duties in preparation for Capitol Leadership, National Fall Conference, National Leadership Conference, NEC planning meetings, Leadership Academy, and officer trainings at national conferences;
• Prepare and ship materials for conferences;
• Take weekly department meeting notes and send to team;
• Generate informational mailings as approved by the Senior Director;
• and, other duties as assigned.

Provide customer service and administrative support to department directors and managers
Percent of time spent: 30%
• Answer phones for the organization, assist customers, and direct calls appropriately;
• Develop and assist with production, packing, and distribution of reports, mailings, and workshop materials;
• Assist with program award and scholarship processing and receiving returned documentation;
• Assist with recruiting workshop and review committee participants, members and volunteers;
• Assist in promoting opportunities in Fast Facts and social media;
• Assist with preparation of meeting materials for the National Executive Council (NEC);
• Assist with State Officers and maintain the National Networks database;
• Maintain Survey Monkey reports, update and compile data as needed;
• Assist with administrative duties of National Officer Candidate election process;
• Processing of expenses for NEC, LTT, and others as requested;
• And, other tasks as needed.

EDUCATION AND EXPERIENCE REQUIRED

Education: Bachelor’s degree preferred.

Experience and skills: 2-4 years’ experience in all facets of administrative support. Tech-savvy with intermediate to advanced skills in MS Office applications, databases, 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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