



Family, Career and Community Leaders of America

POSITION DESCRIPTION

Date Written or Revised: May 2022

Title: Administrative Assistant

Reports to: Senior Director

Supervises: N/A

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

The Family, Career and Community Leaders of America Inc.'s management reserves the right to review and revise this document at any time. Employees are expected to perform any other duties or tasks, which are assigned. This document represents a description of intended job content and performance requirements, and is expected to be revised annually or when a major change occurs. The existence of this document should not be construed in any way to represent an actual or implied contract of employment.

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