



Family, Career and Community Leaders of America

POSITION DESCRIPTION

Date Written or Revised: January 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, provides assistance to the Membership, Accounting, Adviser Professional Development, and Competitive Events departments, and leads FCCLA's customer service.

ESSENTIAL FUNCTIONS

Customer Service

Percent of time spent: 40%

- Assist in addressing questions from FCCLA membership relating to membership, finance, professional development, and the FCCLA Portal;
- Maintain appropriate greeting on the phone system;
- Field calls that come in for the Senior Director and the main organization line and direct calls appropriately;
- Assign and track assignments of access cards to our staff;
- Assist in reviewing external communications for grammar and content errors;
- Sorting and processing incoming and outgoing mail and deliveries; and
- Other tasks as needed.

Senior Director Support

Percent of time spent: 30%

- Provide support to Senior Director including, but not limited to: calendar maintenance, manage meeting requests from staff and partners, expense reimbursements;
- Assist in reviewing external communications for grammar and content errors;
- Prepare requested information, take and distribute notes for weekly department meeting;
- Generates informational mailings as approved by the Senior Director;
- Compile list of vendors and set up meetings for open requests for proposals;
- Maintain active vendor contact list and assist in coordinating service requests with the landlord;
- Coordinates needs as requested by the Senior Director; and
- Other duties as assigned.

Provide administrative support to the Membership, Accounting, and Competitive Events departments

Percent of time spent: 30%

- Maintain “Daily Sign-In” sheets;
- Prepare weekly supply orders for the office and coordinates deliveries;
- Assist in applying checks;
- Prepare monthly credit card statements for approval;
- Assist with membership outreach based on outreach strategy;
- Assist in monthly inventory counts of onsite publications;
- Assist in reviewing external communications for grammar and content errors;
- Assist with preparing shipment for national conferences;
- Assist in identifying, documenting and testing updates to the FCCLA Portal; 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. Customer Service expertise and tech savvy with intermediate to advanced skills in MS Office applications, database, and presentation software. Demonstrated ability to master new applications quickly.

COMPETENCIES

- Demonstrates strong business writing skills and edits documents for errors, grammar and content.
- Writes business correspondence and other documents clearly and professionally.
- Consistently demonstrates positive customer service interaction.
- 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.
- 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.

This organization grants equal employment opportunities to all qualified persons regardless of race, creed, color, sex, age, national origin, marital status, or physical/mental handicap. It is the intent and desire of the national Board of Directors that equal opportunities be provided in recruitment, selection, salary, promotion, benefits, privileges, and all other terms and conditions of employment.