



## **POSITION DESCRIPTION**

### **Administrative Assistant**

#### **Purpose of the Position**

The Administrative Assistant provides highly proficient and confidential administrative, clerical, and communications support to the Agency so that strategic goals and objectives of the Agency can be achieved. As a member of the executive management team, the Administrative Assistant is responsible for assisting in the management, administration, and delivery of all programs and services to ensure that the needs of the Agency are met in a reasonable, effective, ethical, and efficient manner.

#### **SCOPE**

##### **(The way that the position contributes to and impacts the agency.)**

The Administrative Assistant reports to Julie Abiecunas, CEO. This position has a primary impact on the overall effectiveness with which the Agency accomplishes its goals and objectives in service and accountability to the community. The incumbent has a primary impact on the community's understanding of JRC services and thus our ability to raise funds, acquire clients, and effectively deliver service.

The incumbent assists in coordinating and directing all special events and communications for the Agency and therefore has a primary impact on their effectiveness and success.

The Administrative Assistant partners with the executive management team to drive the management and coordination of key initiatives. This position plays a key role in the succession plans of the agency by preparing themselves and others for expanded executive roles in the Agency and the non-profit sector

#### **RESPONSIBILITIES**

##### **(Major responsibilities and target accomplishments expected of the position.)**

##### **Executive Team Administration**

#### **MAIN ACTIVITIES**

##### **1. Administrative Support for the Executive Team**

- Receptionist duties to greet guests at front door and back door and direct them to appropriate person/location.
- Phone screening of incoming calls for administrative staff, general mailbox and maintain answering machine messages.
- Assist with scheduling meetings as requested by the CEO and other executive management team members. Serve as the contact person for groups and activities that take place in the Administrative Office
- Schedule and manage booking for the Executive Conference Room, Multi-Purpose Room and calendar for ZOOM Meetings.
- Assist with staff, board, and community committees on special events, fundraisers, annual meetings, volunteer events, special events, in-service training, conferences, meetings, and projects as required to meet strategic goals.
- Supports the Board and Executive Team to accomplish strategic goals
- Prepare for and attend Board of Director meetings. Take, type and maintain meeting minutes, maintains all files, packets, new BOD member information needed and tracking.
- Provide any other needed support.



- Assist with organizing, prepping and setting up annual Board Social Gathering – work with executive management team to create invite list / the invitation / send & manage reservations / food choices
- Assist additionally as needed.

## **2. Clerical Support**

- Manage highly confidential and sensitive information
- Performs administrative tasks such as typing, filing, opening and distributing mail, copy checks, disseminating memorandums and the like for the CEO, senior management team, and Board of Directors
- Composes, types, and edits a variety of routine and complex correspondences, reports, memoranda and other material requiring judgment as to content, accuracy, completeness, and confidentiality.
- Create documents in Microsoft Word and Teams, Excel, Publisher and Power Point as needed by the senior management team.
- Posting all social media on the JRC Website and JRC Facebook page as directed by the senior management team. Also for any additional media platforms as directed.
- Distribute updated newsletters, brochures, and flyers as needed to management team.
- Update and maintain JRC bulletin board.
- Update phone lists for internal use as needed.
- Send monthly birthday and JRC anniversary announcements to all staff.
- Gathers statistics, and prepares statistical reports for management.
- Records and maintains executive files, both electronically and paper including Board Minutes, Resolutions, By-Laws, Procedural, Employee Handbook and Policy Manuals of Agency and other Corporate Documents. Ensures pertinent information is communicated timely and efficiently to senior managers, Board of Directors and other internal and external persons.
- Prepares and files executive applications as well as memberships – i.e.... Better Business Bureau, Canton Chamber of Congress, etc.



## **COMPETENCIES**

**(The knowledge, skills and attributes required for satisfactory job performance.)**

### **Knowledge**

The incumbent must have proficient knowledge in the following areas:

- An understanding of the roles and responsibilities of boards
- Business and operations management
- Budgeting and financial management principles
- Planning, organizing, controlling and directing functions
- An understanding of the community, cultural and political environment
- An understanding of the principles of fund development
- Strategy development and strategic thinking
- Computer savviness, Web management, Social Media

### **Skills**

The incumbent must demonstrate the following skills:

- Highly organized
- Team leadership and management skills
- Keen judgment
- Tact, poise, diplomacy
- Strong project management skills
- Analytical and problem solving skills
- Decision making skills
- Effective verbal and listening skills
- Able to work independently and without supervision
- Computer skills including spreadsheets, charts and graphs, publishing and word processing at a highly proficient level
- Highly proficient written communications skills including the ability to prepare reports using Power Point
- Highly proficient public relations and public speaking skills
- Stress management skills
- Time management skills

### **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the Administrative Assistant. The incumbent must also demonstrate the following personal attributes:

- Possess cultural awareness and sensitivity
- Appreciate diversity
- Demonstrate a dedication to the position, the agency and the community
- Demonstrate sound work ethics
- Be consistent and fair
- Be respectful
- Be flexible
- Understands, accepts and supports the mission of the Agency
- Works cooperatively as a member of a team
- Maintain standards of conduct
- Take responsibility and ownership for decisions, actions and results
- Demonstrate energy and commitment to improving results
- Dress professionally



**Working Conditions**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

**Physical Demands**

(The nature of physical effort leading to physical fatigue.)

The Administrative Assistant may have to travel throughout the community in all weather. They may have to lift, carry and manage equipment and supplies. They may have to work odd or long hours at a time to complete special requests or projects. The Executive Assistant may have to spend long hours sitting and using office equipment, computers and attending meetings.

**Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent.)

The Agency offices and service delivery sites are busy places. The Administrative Assistant may be involved with a number of people and projects at one time and they may be interrupted frequently to meet the needs and requests of members of the Executive or senior management team. The Executive Assistant may find the environment to be busy and noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

**Mental Demands**

(Conditions that may lead to mental or emotional fatigue.)

The Administrative Assistant will have to manage a number of requests and projects at one time. They must be aware of all Agency business in the community and any and all relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

**Sensory Demands**

(The nature of demands on the incumbent's senses.)

Sensory demands may include reading and use of the computer which may cause eye strain. The office may be noisy and busy making it difficult for the Administrative Assistant to concentrate.

JRC is an Equal Opportunity Employer.