



TITLE: Administrative Assistant
Classification: Non-Exempt
Department: Operations
Reports to: Operations Manager

Revision Date: 4/11/2023

Position Summary:

Provide high-level administrative support by conducting research, preparing spreadsheets, handling information requests, and performing clerical functions such as preparing and filing correspondence and answering phone calls.

Essential Duties and Responsibilities:

- Prepare reports and other documents, using word processing, spreadsheet, database, or presentation software.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Maintain paper and electronic filing systems for records, correspondence, and other material.
- Open, route, and distribute incoming mail and other material.
- Perform general office duties such as ordering supplies,
- Make copies of correspondence and other printed material.
- Train new employees on time and expense, how to use Teams, take new employee photos, and hand out all new hire work materials.
- Will be required to perform other duties as requested, directed or assigned.

Education and Experience:

- High School diploma or equivalent.
- Minimum 3 years of experience in office environment
- Excellent organization skills, attention to detail, communication skills and ability to handle multiple tasks.
- Good interpersonal skills and professional etiquette.
- High attention to detail and organization.
- Must be dependable and willing to provide support to any position in the company as requested.
- Must be willing to drive personal vehicle to make trips to storage unit and UPS/USPS/FedEx.
- Interested in future full-time employment.

Job Knowledge:

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Computers and Electronics — Knowledge of electronic equipment, and computer hardware and software, including office applications.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.

Skills:

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Time Management — Managing one's own time and prioritize work.

Speaking — Talking to others to convey information effectively.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Monitoring — Monitoring/Assessing performance of yourself, or other administrative processes to make improvements or take corrective action.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things

Abilities:

Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

Oral Expression — The ability to communicate information and ideas in speaking so others will understand.

Written Comprehension — The ability to read and understand information and ideas presented in writing.

Speech Clarity — The ability to speak clearly so others can understand you.

Speech Recognition — The ability to identify and understand the speech of another person.

Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

Near Vision — The ability to see details at close range (within a few feet of the observer).

Written Expression — The ability to communicate information and ideas in writing so others will understand.

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways

Supervisory Responsibilities:

No supervisory responsibilities

Licenses, Certifications, Training Requirements:

None required

Physical, Mental and Visual Demands:

- Flow of work involves receiving assignments from multiple people and the ability to complete assignments for multiple projects while meeting required deadlines. This will require prioritization skills and possible work after normal business hours on short notice.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

- Exposed to a combination of normal office type environments.
- No travel away from the office is required.