

## **Detailed Job Description**

<b>Job title:</b>	<b>Administrative Assistant II</b>
<b>Reporting to:</b>	<b>Administrative Manager</b>
<b>Department:</b>	<b>Administration</b>
<b>Hours:</b>	<b>Full-time (40 hours per week)</b>
<b>Performance Review period:</b>	<b>Annual</b>
<b>Revision Date:</b>	<b>August, 2023</b>

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### **Purpose of the position**

This role will be for a team member that will be responsible for handling the front office reception desk and general company-wide administration duties, as well as providing department-specific administrative support.

### **Responsibilities & Duties**

- Greet visitors and manage front desk activities utilizing virtual reception and a visitor management system.
- Manage all inbound calls utilizing the WebEx Client.
- Enter all incoming calls into the company CRM (currently Salesforce) and ensure the proper routing of calls to the applicable departments by: 1) identifying the callers' needs, 2) obtaining any necessary clarifying information from the caller, and 3) researching the issue as necessary.
- Receive, sort, and distribute all daily incoming and outgoing mail and package deliveries.
- Coordinate all maintenance activities, including maintenance requests to property management or third parties as appropriate and act as the company liaison for the performance of those maintenance activities.
- Complete monthly usage reports for all office equipment.
- Perform complex and confidential administrative functions including developing letters, memos, mail merge, and other documents.
- Schedule, coordinate, and monitor internal/external meetings through Microsoft Outlook.
- In support of corporate and departmental level projects, provide project management support as directed, including but not limited to data and material collection, organization, and presentation.
- Support company committees and corporate bodies, including but not limited to the Board of Directors and Credentialing Committee, including recording, transcribing, and distributing minutes; preparing agendas and Board/committee packs; organizing the food and beverage selection; and setting-up any required audio-visual arrangements.
- Support for scheduling and the distribution of advance notices for Board and committee meetings and events and maintaining the meeting and event schedules.
- Support IT billing and purchasing, including 1) the generation of new or revised purchase requisitions from an approved expense purchase request and 2) verification of vendor product information, shipping information, delivery dates, taxes, and other related information.
- Assist with special department projects, administrative needs, and/or miscellaneous projects as needed.

- Liaise with internal staff at all levels.
- Other projects as assigned by management.

## Qualifications

- Associate degree required with a minimum of 5 years of administrative level secretarial or office coordination experience.
- Expertise in foundational computer software programs such as MS Office (especially Power Point, Word, and Excel), internet and cloud-based functionality, and shared documents.
- Ability to create and compile documents, reports, graphs / charts, and presentations.
- Working knowledge of calendar management.
- Working knowledge of mail processes such as USPS, FedEx, UPS, etc.
- Emotional maturity with self-motivation and excellent time-management.
- Strong phone and verbal communication skills along with active listening and above average ability to communicate effectively and professionally in both verbal and written formats to a wide range of audiences.
- Customer focus and adaptability to different personality types.
- Work requires continual attention to detail in composing, typing, and proofing materials, establishing priorities, and meeting deadlines. Must be able to work in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Interest and ability to learn and navigate new technology.
- Exceptional organizational and execution skills and a demonstrated continuous improvement mindset.
- Proven ability to handle sensitive situations that require a high degree of confidentiality.
- Ability to work independently with little or no supervision, effectively manage changing priorities and interruptions, take initiative, and work well as a team member.
- Ability to prioritize office workflow and make effective administrative decisions to increase efficiency, accuracy, and productivity.

## Performance Skills

- Must have high level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact, and diplomacy.
- Work requires a hybrid work schedule with mandatory in-office days of work including some evenings.
- Must have reliable internet connection.
- Must have appropriate remote work accommodations to facilitate confidential communications.

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## Disclaimer

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*