



Job Description

Administrative Assistant/Receptionist

Department: Administrative Services

Last Updated: 8/24/2020

Reports To: Supervisor, Administrative Services

Classifications:

Non-Bargaining Unit

Bargaining Unit

Exempt

Non-Exempt

Supervisory

Non-Supervisory Management

Senior Staff

Executive Team

Supervises: n/a

Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.

GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.

Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when prohibited by law, and timely and accurate performance of duties.

Position Summary:

Support Company personnel through administrative support expertise. Professionally and efficiently direct telephone and headquarters walk-in traffic.

Experience/Education:

- High school diploma or equivalence certificate in addition to proficiency in the administrative support function, typically attained through an associate degree in secretarial science, office support or business administration or similar field, or equivalent experience/education.
- Proficient with customer service function.
- Proficient with Microsoft Office: Excel, Word, Outlook.
- Proficient with general office equipment.
- Proficient with position specific software and applications.
- Competent with Microsoft PowerPoint and Adobe Acrobat Pro DC.
- Competent and resourceful in planning for and coordinating meetings.
- Competent with professional business writing and editing.
- Competent knowledge of Company products, goals and plans.

Essential Duties/Responsibilities:

- Provide administrative support to Company executives and other departments, including but not limited to Company memos, letters, presentations, and processing shipments and mailings.
- Greet and assist incoming headquarters visitors and assist with needs and questions to ensure excellent service and support.
- Answer and screen telephone calls promptly and professionally to ensure first contact is professional and positive; record and route messages.
- Answer questions about the organization to the best of position's knowledge.

- Process Company headquarters incoming and outgoing mail, administrative shipping, and faxes.
- Arrange for meeting room needs, including refreshments and room set-up.
- Perform member account entries as necessary.
- Act as primary key communicator for Boyne City office. Responsible for posting announcements, memos, posters, etc.
- Process monthly member services People Fund enrollments, Trustream enrollments, and People Fund grant application requests.

Significant Duties/Responsibilities:

- Assist in supporting needs of meetings in the Boyne City office (senior staff, departmental, Board, etc.).
- Backup administrative department staff members as needed.
- Document administrative procedures for assigned duties and responsibilities to support current and future position training needs.

Required Skills:

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- 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.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Problem Solving: identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management: managing one's own time.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.
- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Equipment Selection: determining the kind of tools and equipment needed to do a job.
- Project Management: organizing and directing production of a limited scope plan or undertaking.
- Management of Material Resources: obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

Attributes:

- Integrity: Exhibits a high degree of integrity and honesty.
- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Confidentiality: able to exercise appropriate discretion and confidentiality.

- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Written Comprehension: able to read and understand information and ideas presented in writing.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able 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.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Reaction Time: able to quickly respond (with the hand, finger, or foot) to a signal (sound, light, picture) when it appears.

Additional Preferences:

- Experience planning executive travel.
- Familiar with record retention and filing.

Problem Solving and Freedom to Act

Problems are relatively simple. Methods and procedures are well-defined. Work is routine and tasks are directly related and limited in scope.

Working Relationships/Contacts:

Requires contacts for the purpose of exchanging routine information that requires interpretation as well as clarification.

Internal: Peers, management, board of directors.

External: Vendors, members, job applicants, general public, community nonprofits.