

# Administrative Assistant

## Job Description and Competencies



### Position Overview:

The Administrative Assistant is responsible to assist and facilitate all aspects of the office, development, and executive management for the Arts Council of Greater Kalamazoo. The Administrative Assistant supports and reports to the Executive Director. This is a full time, hourly, FLSA non-exempt position. This position requires at least 40 hours of work per week with the ability to work more if necessary.

### Major Tasks Performed (Essential Job Functions)

#### Office/Development Management

- Ensure office is open and visitors are greeted and attended to during office hours
- Field and route all incoming calls appropriately
- Assist in the maintenance of the office equipment with the Operations Manager
- Maintain adequate stock of office supplies
- Open and sort incoming mail in compliance with established accounting protocols
- Create and manage filing and archiving process for all office files (i.e. HR, equipment, contracts, etc.)
- Intake and process all grants and donations
- Process paperwork for regranting programs (contracts, applications, check request letters and final reports)

#### Administrative Assistant to the Executive Director

- Field and screen all calls and visitors
- Assist in the scheduling of appointments on and off site
- Participate and remain up to date on all Arts Council offerings, including events, festivals, educational and grant offerings. Be able to speak informatively about these topics, as well as other arts events in the community
- Prepare and distribute correspondence on behalf of the Executive Director via mail, fax, email, and phone or in person
- Prepare and distribute reports and other documents
- Attend functions and meetings (including 'after hours') to assist as necessary
- Organize and maintain all Board records including:
  - Prepare and distribute agendas and board packets
  - Update and communicate contact information as necessary
  - Maintain excellent records for agendas, minutes, and policies
  - Correspond with committees as necessary
  - Take minutes of all board meetings

#### Recruiting

- Place job advertisements as instructed
- Process applications
- Correspond with candidates as directed

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- Prepare contracts and letters of agreement
- Maintain applicant records in accordance with document retention and destruction policy
- Create personnel files for new employees
- Maintain resumes and contracts for contracted employees

### Required Competencies:

#### Integrity and Trust

- Is widely trusted
- Is seen as a direct, truthful individual
- Can present the unvarnished truth in an appropriate and helpful manner
- Maintains confidentiality
- Admits mistakes

#### Ethics and Values

- Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times
- Practices what he/she preaches

#### Written Communication

- Is able to write clearly and succinctly in a variety of communication settings and styles
- Can effectively communicate messages to have the desired effect

#### Problem Solving

- Uses rigorous logic and methods to solve difficult problems with effective solutions
- Probes all fruitful sources for answers
- Can see hidden problems
- Is excellent at honest analysis
- Looks beyond the obvious and doesn't stop at the first answer

#### Organizing

- Can marshal resources (people, funding, material, support) to get things done
- Can orchestrate multiple activities at once to accomplish a goal
- Uses resources effectively and efficiently
- Arranges information and files in a useful manner

#### Customer Focus

- Is dedicated to meeting the expectations and requirements of internal and external customers
- Gets first-hand customer information and uses it for improvements in products and services
- Puts customer first
- Establishes and maintains effective relationships with customers and gains their trust and respect

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### Education / Experience / Knowledge:



- Education** Required: Associate degree in a related field.  
Desired: Bachelor's Degree in a related field
- Experience** Required: 2-4 years of proven customer service and database experience.  
Desired: 4-6 years of proven customer service and database experience.
- Knowledge** Required: Microsoft office including excel, word and outlook.  
Desired: Tessitura software, Adobe products, website languages including word press

### Physical Demands - Office

While performing the duties of this job, the employee is regularly required to use the computer, telephone, and other office equipment. The employee frequently is asked to walk, sit, and talk or listen. The employee is occasionally asked to stand; climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

### Work Environment - Office

The employee works in an office environment with, for the most part, ambient room temperatures, lighting and traditional office equipment are as found in a typical office environment. May occasionally be asked to work outside or in other environments for events (i.e. parks, churches, Kalamazoo mall, other venues, etc.).

*This job description in no way states or implies that these are the only duties to be performed by the employee in this position. He or she will be required to follow any other instructions and to perform any other duties as requested by his or her supervisor at any time, with or without notice.*