

**Administrative Assistant**

**SUMMARY**

United Way seeks a pleasant front desk representative to undertake all receptionist duties serving as the “face” of the organization who is responsible for our client’s first impression. This role assists the Executive Director and United Way staff by performing administrative duties at a professional level and serves as the primary manager of records for United Way’s resource development software (Andar).

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Associate's degree (AA) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.
- Minimum two years of experience in secretarial or administrative work.
- Ability to effectively operate personal computers, phone systems, and other office equipment.
- Proficiency and office-based experience using Microsoft Word, Excel, Outlook and ability to learn new software as needed.
- Ability to work well under pressure, organize work to meet deadlines, and multi-task.
- Ability to understand and carry out oral and written directions.
- Ability to take initiative in work areas and work cooperatively with peers.
- Ability to routinely perform cross-functional tasks of other similar employees.
- Ability to compose and write professional reports and correspondence.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Answer phone calls, take and relay messages, greet visitors, provide direction and information, make referrals, assist in operation of the information and referral program, assist as a greeter and/or tax preparer for the VITA program as needed (training is provided).
2. Arrange meeting calendars and schedule rooms, prepare room and refreshments.
3. Prepare and edit meeting materials, reports, and minutes as necessary.
4. Supervise the work of volunteers assigned to the Administrative Assistant.
5. Enter and record annual campaign and office accounts receivable in United Way software.
6. Track volunteer hours for the annual United Way Worldwide Membership Report.
7. Assist staff with running reports for annual campaign and annual United Way Worldwide Membership Report.
8. Prepare all annual campaign packets and mailings.
9. Audit and enter all annual campaign packets and pledges in United Way software.
10. Responsible for implementing donor contribution acknowledgement process.
11. Maintain, operate, and schedule maintenance for all office systems.
12. Handle all mail, logging receipts, preparing bulk mail and maintain records of mail activities.
13. Organize, inventory, and order office supplies and annual campaign materials.
14. Prepare documents and reports, file (electronically and on paper), and maintain records.
15. Perform other duties supportive of this position’s basic function.
16. Fulfill specific duties and responsibilities as assigned by the Executive Director.

**COMMENTS**

- This position requires a significant amount of telephone and computer work, and interaction with a wide range of community members.
- This position requires an understanding of the roles and responsibilities of United Way staff positions.