

Job Description

Position Title: Administrative Assistant – Grand Rapids

Reports To: Program Manager

Position Status: Non-Exempt/Part-Time (15 – 20 hours)

Primary Work Functions

Under general supervision, implements general office procedures including answering phones, completing orders for office supplies, making copies and organizing program materials. Creates a positive and welcoming office environment for clients and employees. In addition, the Administrative Assistant will assist with program activities as assigned.

Major Job Duties and Responsibilities

- Performs general clerical duties, to include, but not limited to: photocopying, faxing, mail distribution and filing.
- Coordinates and maintains records for staff office space, phones, company credit cards and office keys.
- Organizes and maintains office storage and orders office supplies and materials.
- Be on-site coordinator for staff activities.
- Ensures office technology is functioning, troubleshoots when necessary.
- Responsible for light cleaning the office, removing debris, and keeping areas neat and tidy.
- Responsible for maintaining data as requested for programs, events, accounting, etc, as directed.
- Responsible for placing and answering phones in a customer focused manner. Assist staff in their request for support. Provide mailings as needed. Insure that meeting minutes, meeting reminder notices and thank you letters are mailed out. Follow all accounting procedures when money and checks are involved.
- Insure all operational support lending to the success of program/events, as needed. Establishes and maintains proactive working relationships with volunteers, contributors, NKFM staff, and the general public; ability to organize, set priorities, solve problems and follow through on responsibilities; proven written and verbal communication and interpersonal skills; ability to work independently as appropriate.
- Consistently demonstrates and encourages others to act in a businesslike and professional manner. Takes extra effort to improve knowledge and skills to be the best in the profession. Adheres to the highest level of professionalism by demonstrating honesty, integrity and maturity.

- Supports others with the team problem solving process. Prompts others to contribute knowledge and information to assist the team. Encourages the team to remain focused and on track and resolves any interpersonal issues arising that may jeopardize team success.
- Work with staff and volunteers in the development of program activities. Maintain positive working relationships and insure that teamwork is occurring within the office.
- Communicate in a positive manner with various community groups, organizations and individuals. Insure that outside relationships that already exist are strengthened and that new relationships are developed.
- Completes tasks on time or ahead of schedule while assisting others on techniques to improve their performance when able. Does not give up on tasks until completed in a quality manner and seeks assistance when needed.

Education & Experience

- A high school diploma and a minimum 1-2 years administrative/office or related work experience. Prior volunteer and/or not-for-profit experience a plus. Associate's degree in a related field is desired.
- Basic knowledge of MS Office, MS Outlook & Adobe InDesign computer software is a plus.
- Excellent verbal and written communications skills required in both English and Spanish

Working Conditions

- Mainly an office environment; hourly work; could potentially involve some early morning and evening work as needed.
- Physical requirements; light physical effort equal to lifting or moving of lightweight materials. Regularly required to sit or stand, bend and reach.
- Must have access to reliable transportation, a valid driver's license and up to date auto insurance.

Other Assignments

Email Resume to: hr@nkfm.org with the subject line "604- Administrative Assistant"