# **NSCA**

# **Sample Position Description**

# **Title:** Administrative Assistant

**Reports to:** President/General Manager

**Class:** Full-Time

**Type:** Salary

**Revised:** 9/15/20XX

# **Primary Role:**

# *Responsible for carrying out all company goals and objectives as it relates to this position. Coordinates all clerical and coordination duties of the company. Responsibilities include, but are not limited to, typing, answering phones, filing, faxing, word processing and database management.*

**Responsibilities:**

1. Answers incoming telephone calls within three rings and route to specific individual or department
2. Assist with walk in customers. Be able meet the customers' need or resolve any customer issue
3. Maintain a clean and orderly reception area
4. Coordinates the typing of sales proposals, job specific documentation, and interoffice communication
5. Performs all filing duties and maintains accurate customer files
6. Maintains petty cash and manual checkbook as well as pays all local bills for the office (ie. Utilities)
7. Orders all office supplies
8. Supplies sales and technical staff with the appropriate reports, notes and agendas
9. Coordinates all shipping and receiving duties for the office
10. Maintains job stock inventory
11. Assists Accounting/Purchasing Manager in calling appropriate vendors for shipping schedule on job-related equipment
12. Dispatches technician to customer related service calls
13. Responsible for sorting and distributing company mail
14. Responsible for updating company manuals for sales and service
15. Effect change as needed to make for a pleasant working environment, a value-added customer resource, and a profitable business concern
16. Assists Accounting/Purchasing Manager with assigned tasks
17. Other duties as required or assigned by company management

### **Accountability:**

# The Administrative Assistant will be accountable to the President. Secondary accountability will be to the other management team members, employees and customers of the company.

# **Qualifications:**

The Administrative Assistant shall possess a high school diploma or equivalent and be able to type a minimum of 40 wpm. Additional training in customer service or computer related skills are a benefit. This person must be able to manage multiple tasks simultaneously, be familiar with standard business documentation to assist with reports, agendas and meeting notes. Must demonstrate planning and organizational skills in order to assure that assigned tasks are completed on or before the specific due date. Must be proficient with {software, ie: MS Word, Excel, Access.}

## Travel:

None

**Additional Skills and Abilities:**

1. Excellent written and verbal communication skills.
2. Must be responsible, self-motivated, self-starter, personable and well-organized.
3. Superior customer service skills to deal with both internal and external customers.
4. Ability to manage multiple tasks simultaneously.
5. Strong interpersonal skills; ability to work with diverse groups.
6. Proficiency in the use of personal computers including such programs as MS Word, Excel, Access, PowerPoint and Outlook.
7. Ability to demonstrate planning, organizing and implementing skills which allow the successful completion of a project by a specific due date.
8. Must be able to effectively handle stressful situations.
9. Must be able to read and effectively interpret general business documentation.
10. Valid and current drivers license.

**Physical, Mental and Environmental Requirements:**

1. Employee is required to stand, walk, climb, sit and use hands and fingers.
2. Some light lifting of objects is required.
3. Reaching, grasping and carrying activities also required.
4. The noise level in the work environment is usually moderate.
5. Although most work is performed inside, occasional outside activities are subject to seasonal temperature fluctuations.

All requirements may be modified to reasonably accommodate individuals with disabilities.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.