



## Great Rivers Greenway

### Administrative Assistant Job Description

#### I. POSITION SUMMARY:

The Administrative Assistant is a part-time position, serving as the friendly, knowledgeable and professional face of the organization to staff, board members, vendors, partners and citizens. Situated as the first point of contact at the front desk in our Visitor's Center, responsibilities include front desk reception, set up and management of meeting rooms, engaging with guests in the Visitor's Center and assisting with education about our mission, selling merchandise, and assisting staff with special projects as needed.

This is an hourly part-time position, 9am-2pm Monday through Friday and can include additional hours as approved, depending on seasonal needs. Flexible schedule with regards to holidays and vacation. Benefits are not provided.

#### II. INTRADEPARTMENTAL RELATIONSHIPS:

Reports to: Executive Assistant

Supervises: Not Applicable

Collaborates with: Outreach and Visitor's Center Coordinator, ambassadors

#### III. ESSENTIAL FUNCTIONS:

- Serve as receptionist (both in person and via telephone) for staff, Board of Directors, partners, vendors and visitors.
  - Answer telephone calls for main line, route inquiries to appropriate resources, document communication.
  - Greet guests, answer questions, direct to appropriate resources or facilities.
  - Facilitate outreach about the greenways through maps, materials, touchscreen and website.
  - Sell merchandise and operate tablet and Square register app.
- Help to set up and clean up meeting rooms as needed, including light food prep and audio-visual technology.
- Assist staff members with various projects as requested.

- Report issues appropriately to ensure good communication between citizens, customers and staff.
- Manage the office mail function including sorting, delivering, and distributing correspondence, mail, faxes, email, deliveries.
- Other duties as requested.

## VI. POSITION QUALIFICATION REQUIREMENTS

### A. Education/Training:

- High school diploma or GED

### B. Experience:

- Three (3) years of progressively more responsible related work experience, or other equivalent combination of education and experience
- Government or non-profit industry administrative support or customer service experience preferred

### C. Skills and Abilities which may be representative but not all inclusive of those commonly associated with this position:

- Be self-directed and possess sound judgment
- Read, write and disseminate information accurately
- Excellent customer service skills, including active listening and ability to speak to and establish rapport with a wide range of constituents
- Ability to quickly grasp and understand government or non-profit industry terminology
- Ability to effectively present information one-on-one and in small group situations
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form
- Ability to multi-task
- Ability to maintain professional, calm demeanor in a variety of situations
- Emphasis on accuracy, timelines, and follow-up
- Positive, engaging, team player attitude

### D. Computer Skills

PC operation at an intermediate level, ability to learn software applications necessary. Familiarity with Square, Microsoft Office a plus.

- E. Machines, Tools, Equipment and Work Aids which may be representative but not all inclusive of those commonly associated with this position:

PC and associated software, commercial printer, telephone, copier, tablet, Square register, projector, microphones, speaker system

- F. License(s)/Certification(s) Required:

None required

- G. On-The-Job Training Time:

Two (2) months to four (4) months, depending on previous experience

- H. Physical/Visual Activities or Demands: Physical/visual activities or demands that are commonly associated with the performance of the functions of this job:

While performing the duties of this position the employee is regularly required to sit, talk, hear, stand, and walk. The employee is frequently required to use hands to feel and reach with hands and arms. The employee is occasionally required to lift up to 20 pounds. Vision requirements include close vision, ability to adjust and focus, distance vision (clear vision at 20 feet or more), ability to identify and distinguish colors, peripheral vision, ability to judge distances and spatial relationships.

- I. Work Environment: Environmental and atmospheric conditions commonly associated with the performance of the functions of this job:

Primarily normal office conditions; the noise level in the environment is moderate. Occasional exposure to weather conditions when necessary. Possible exposure to loud noises, and dangers associated with construction industries such as exposure to moving mechanical parts, fumes or airborne particles and other related risks.

Great Rivers Greenway is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities. Great Rivers Greenway actively seeks to increase the diversity of its workforce.