



JOB TITLE: Administrative Assistant
DEPARTMENT: Marketing & Communications
FLSA: Non-Exempt, Full-time
SALARY GRADE: \$14.23 - \$21.34 hourly (Level 3)

LAST REVISION DATE: 11/20/2015
REPORT TO: Public Information Coordinator
EEO: Clerical

PURPOSE OF JOB

To provide project support and administrative assistance for executive staff and the DCTA Board of Directors. To perform variety of secretarial and administrative duties for the agency. The incumbent must keep multiple tasks on schedule, use tact and judgment, and preserve confidentiality of sensitive information.

ESSENTIAL FUNCTIONS

Board Project Management:

- Executive board binder preparation
- Regional meeting binder and packet preparation (RTC, STTC, DRMC, TRTC, etc.)
- Board/Committee meeting setup
- Create meeting calendar, prepare and distribute meeting notification, correspondence, and agenda materials
- Attend board and committee meetings and record minutes
- Create and maintain board tablets
- Establish working relationship with the Board of Directors in verbal, written, and electronic correspondence
- Monitor board budget
- Generate expense report for president and board

Hospitality:

- Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries Coordinate food and beverage for agency meetings
- Reception management
- Daily coffee coordination (mornings/evenings)
- Front desk support (for required meetings)

Project Management:

- Order staff business cards
- Order staff name badges
- Retreat planning and coordination (Exec Staff/Board)
- Customer service project assistance

Other:

- DCTA contacts administrator
- Manage, update and distribute phone lists
- Maintain telecommunication system by following manufacturer's instructions for house phone and console operation
- Bi-weekly timesheet submission
- Records retention assistance
- Provide mutual support across administrative team

Administrative Support (for up to three executive staff members):

- Answer, relay and return phone calls for executives

- Maintain executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel
- Organize executive's email correspondence
- Monthly P-card and expense report coordination and submission
- Contact management
- Provide research support as needed
- Produce information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics
- Conserves executive's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications, development of labels, required filing, copies, organizational management, mailings, etc.
- Purchase requisition management
- Other projects as assigned
- Support coverage for partner position

REQUIREMENTS TO PERFORM WORK

Knowledge of:

- Principles and practices of business letter writing;
- English usage, spelling, grammar, and punctuation;
- Modern office methods, procedures, and computer equipment;
- Microsoft Office suite including Word, Excel, PowerPoint, Outlook and;
- Principles and practices of routine analytical research;
- Other job specific software as required.

Ability to:

- Understand the organization and operation of the DCTA and of outside agencies as necessary to assume assigned administrative responsibilities;
- Communicate clearly and concisely, both orally and in writing;
- Understand and follow oral and written instructions;
- Prepare draft reports and general correspondence;
- Compile and maintain complex and extensive records;
- Take notes and write summaries of meetings;
- Intermittently review documents related to department operations;
- Understand, interpret and explain department policies and procedures;
- Explain and problem solve office issues for the public and with staff;
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments;
- Operate and use modern office equipment including personal computers;
- Establish and maintain effective working relationships with businesses, educational groups, general public, etc;
- Work under time pressures to meet deadlines; and
Type accurately at a speed of 55 words per minute.

Core Qualities:

- Ability to use his/her time effectively and efficiently and own the responsibilities of his/her position and responsibilities. Values time management and organization. Is able to identify and concentrate on his/her efforts priorities.
- Ability to stay organized, efficient and self-directed. Can manage a broader range of activities than assigned. Has a desire to own his/her job.
- Ability to be action-oriented. Not fearful of acting with a minimum of planning or supervision.

- Ability to be driven with energy for the things he/she sees as challenging. Seizes all opportunities.
- Ability to use logic and methods to solve difficult problems and identify effective solutions. Is comfortable with analysis. Looks beyond the obvious and discovers answers before asking first-line questions.
- Ability to write clearly and succinctly in a variety of communication settings and styles. Is able to communicate effectively with the end result in mind.
- Ability to understand a new industry, company or product. Can learn new skills and gain new knowledge. Is able to interact with all Microsoft Office programs.
- Ability to get along with other individually and in a large group. Has the desire to care for the organization's well-being and for the executives he/she supports. Interested in partaking in group development and team building activities.
- Ability to be dedicated to meeting the expectations and requirements of internal and external customers. Immerses himself/herself in customer information and uses it to troubleshoot requests and to impact improvements in products and services. Acts with the customer in mind.
- Ability to work in a highly-driven team environment. The desire to assist others with the completion of projects and responsibilities with the end goal in mind at all times.

EDUCATION AND EXPERIENCE

- Associates degree in business or similar field or bachelor's degree
- Experience (1 - 3 years) in office management, administrative support, creating and organizing material for governments and/or executive staff, or equivalent combination of relevant education and experience
- Good communication skills, with responsiveness experience
- Good technical skills, i.e. typing, word processing, computer operations, telephone
- Equivalent to three years of increasingly responsible secretarial and/or clerical experience. Experience supporting multiple positions is desirable.

PHYSICAL ACTIVITIES

Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; occasionally run errands; lift light weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using computer keyboard; talking and hearing when dealing with customers.
