Office Assistant
Position Description

Reports to: Office Administrator
Position Status: Regular, Full-time
FLSA Status: Nonexempt
Prepared by: ALB
Revision Date: May 2020

Job Summary
The Office Assistant serves as the first point of contact for inquiries via phone, email or in person and is responsible for providing the highest level of customer service to all members/customers, both external and internal. The Office Assistant works collaboratively with members of the Member Services team and cross-functionally with other departments to ensure achievement of Council goals. The Office Assistant is responsible for providing administrative and staff support to the general organizational operations. Working under the direct supervision of the Office Administrator, this position provides all necessary organizational support and is responsible for a variety of other tasks.

Essential Duties and Responsibilities
Customer Care
- Greets and directs visitors, responds to direct requests for information and/or forwards messages to appropriate staff
- Provides quality customer-centric service to both internal and external customers
- Answers incoming calls/requests; engages in problem-solving and provides solutions; manages and responds appropriately to all inquiries including but not limited to email, phone and walk-in customers
- Answers inquiries by clarifying desired information, researching, locating and delivering findings
- Handles daily intake of telephone calls and customer relationship management system emails
- Maintains customer relationship management system by entering information accurately and quickly
- Monitors trends and identifies pain points
- Enhances organization reputation by providing a positive customer experience for all those contacted, either in person or by phone

Administrative
- Monitors office operations. Serves as primary contact for office inquiries
- Performs general office duties, such as word processing, correspondence, copying, faxing, etc
- Prepares reports, presentations, memorandums, proposals and correspondence upon request
- Maintains and updates donor database and assists with donor letters
• Assists with meetings, training sessions and other activities of the organization, including production of materials, room set-up/take-down, as requested
• Receives and distributes all incoming mail and coordinates outgoing mail, including courier services, and assists with interoffice mail distribution
• Assists with processing of incoming membership registrations, event registrations and financial assistance requests utilizing established business processes, as needed
• Makes travel arrangements for staff, as requested
• Assists office staff in maintaining files and databases
• Provides backup support for retail in council store
• Oversees regular maintenance of office machines and maintenance agreements
• Coordinates and assists staff with council IT network, computers and phones. Ensures usage problems are corrected quickly and satisfactorily
• Trains all Headquarters staff on proper usage of copiers and all other common office equipment
• Maintains inventory of office supplies
• Manage the Troop Trip and Additional Money Earning Request processes

Council
• Participates in collaborative relationships with other departments to support the Council’s recruitment and retention of girls and adults
• Promotes Council wide programs, activities, public relations and fund development endeavors
• Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the council
• Represents GSMW in a professional manner at all times, modeling behavior consistent with the mission and purpose of Girl Scouting
• Other duties as assigned

Supervisory Duties
This position has no supervisory responsibilities.

Experience/Education
• High School diploma or equivalent; six months to one year related experience and/or training or the equivalent combination of education and experience.
• Valid driver’s license and insurance coverage
• Previous non-profit experience preferred

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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• Team player with a can-do attitude
• Excellent oral and written communication skills
• Detail oriented and works with a high degree of accuracy
• Highly organized and flexible
• Able to multitask and meet changing deadlines
• Willing to take on multiple tasks, both big and small
• Self-directed and able to complete projects with limited supervision
• Maintains staff confidentiality
• Proactive thinker with ability to spot problems before they arise
• Working knowledge of word processing, email, spreadsheet and presentation software

WORKING CONDITIONS

Physical Demands
• Frequent sitting, standing and walking
• Use of fingers, hands and arms
• Reaching, bending, stooping
• Extended work with computer
• Close, distance and peripheral vision
• Exposure to potential electrical shock working with office equipment such as computer, fax and copier
• Lifting up to 50 lbs.
• Work in a modern office environment with moderate noise levels.

Environmental Conditions
The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

Sensory Demands
The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.

Mental Demands
There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

Safety
GSMW will provide safe working conditions for each employee. In return, GSMW expects each employee to recognize their obligation to conduct themselves with regard not only for their own safety, but also for the safety of their fellow employees/volunteers. Employee is expected to follow safety rules and procedures, including those specific to their position. Employee is expected to attend and participate in safety meetings or training, when required, and report unsafe circumstances to their supervisor or other specified individual. Employee shall perform all safety duties specific to their position.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a guarantee of employment for any specific period of time.
I have read and received a copy of this job description.

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<th>The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).</th>
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I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that GSMW reserves the right to revise or change this job description as the need arises.

I have reviewed this job description and received a copy.

_______________________________________
Employee Signature/Date

_______________________________________
Supervisor Signature/Date