

SAMPLE: Administrative Assistant Job Description

From CARFAC Ontario

Administrative Assistant

<<Insert mandate or organizational information here.>>

The Administrative Assistant contributes to the efficient day-to-day operations of the <<Organization>> office, and supports the work of management, other staff, and the Board of Directors.

Primary Duties and Responsibilities:

The Administrative Assistant is required to perform a range of duties including, but not limited to:

Reception

- Answer general phone inquiries in a professional and courteous manner
- Direct phone inquiries to the appropriate staff member
- Reply to general information requests with the accurate information
- Greet visitors to the organization in a professional and friendly manner
- Process sales of memberships and resource orders

Office administration

- Use computer word processing, spreadsheet, and database software
- Sort incoming mail, faxes, and deliveries for distribution
- Prepare and send outgoing faxes, mail, and packages
- Forward incoming general e-mails to the appropriate staff member
- Relay voice mail from the general mailbox to the appropriate staff member
- Data entry and upkeep of the organization's databases, ensuring a high level of accuracy
- Provide administrative support to management and other staff
- Research, edit and circulate <<Organization>>'s weekly e-bulletin

Provide Board support

- With management staff, assist with the timely distribution of material to the Board
- Support the Board with meeting, travel and other arrangements

Other duties may be assigned as necessary.

Qualifications

Knowledge, skills and abilities

The ability to communicate in English is required and a working knowledge of French is preferred.

Proficiency in the use of computer programs for:

- Microsoft Office Suite (Word, Outlook, Excel)
- Database Management (FileMaker Pro)
- Internet

Proficiency in the use of office equipment:

- Computer
- Voice messaging systems
- Fax
- Photo copier

Personal characteristics

The Administrative Assistant will demonstrate competence in the following areas:

- *Relationships*: Maintain positive working relationships with others, both internally and externally.
- *Communication*: Excellent oral and written communication skills.
- *Needs Assessment*: Anticipate, understand, and respond to the needs of members and other clients to meet or exceed their expectations.
- *Teamwork*: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions to enhance organizational effectiveness; ability to undertake self-directed tasks when necessary.
- *Organization*: Excellent time management skills; attention to detail; the capacity to prioritize by assessing situations to determine urgency; ability to develop a work schedule, set goals, create / implement actions plans and monitor progress towards goals; and ability to make clear, timely decisions.

Working Conditions

- The Administrative Assistant will work from the <<Organization>> offices located at <<Address>>; 35 hours / week, Monday through Friday, 10 AM to 5 PM.
- The Administrative Assistant will be entitled to 15 days of paid vacation time per year.
- Occasional overtime may be required; compensation will be in the form of time off in lieu as negotiated with management.
- Salary: <<salary range>> per hour (dependent on qualifications).
- <<Organization>> is an equal opportunity employer.