

**Job Title:** Receptionist / Administrative Assistant

**Department:** Administration

**Reports To:** Director of Administration and HR

**FLSA Status:** Non-exempt / Full time

**Salary Range:** \$35,000 - \$55,000 annually

**Prepared By:** Director of Administration

**Approved By:** Executive Director

**Last Modified:** 2017-2-9

## **Job Summary**

Under direct supervision, responsible for providing administrative support and performs a range of other operational support activities for the Office.

Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.

Responsibilities may include screening calls; managing calendars; making travel, meeting and event arrangements; preparing reports and financial data; and customer relations. Requires strong computer and Internet research skills, flexibility, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, outside members and vendors. Sensitivity to confidential matters may be required.

## **Qualifications**

- Education: High School Diploma or equivalent substitute
- Experience: 1-3 years of experience required, with 3-5 years preferred

## **General Accountabilities**

- Provides administrative support for the Administration Division Director. Performs a range of staff and/or operational support activities.
- Maintains safe and clean reception area, conference centers, and breakrooms.
- Greets and directs visitors, as and when appropriate; resolves routine administrative problems and answers inquiries concerning activities and office operations; accepts, screens, and routes telephone calls.
- Sorts, screens, and distributes incoming and outgoing mail; drafts or prepares responses to routine inquiries; prepares photocopies and facsimiles, and operates a variety of office equipment.
- Establishes, maintains, processes, and updates files, records, certificates, and/or other documents.
- Arranges meetings and conferences, schedules interviews and appointments, and performs other duties related to maintaining one or more individual schedules.
- Composes and prepares written documentation and correspondence for the location; screens and evaluates incoming and outgoing correspondence and prepares responses as appropriate.
- Assists in the coordination and completion of special projects as appropriate.

- Coordinates and oversees the day-to-day management of supplies, equipment, and facilities, as appropriate, to include maintenance, inventory management, logistics, security, and related activities
- Performs miscellaneous job-related duties as assigned.
- Maintains membership database with current and accurate information. Maintains all STRAC email lists.
- Tracks Member participation and prepares participation reports for members and STRAC staff.

**Knowledge, Skills, and Abilities Required:**

- Ability to excel in a fast-paced work environment.
- Ability to take initiative and problem solve
- Excellent verbal and written communication skills
- Excellent phone skills
- Excellent organizational and prioritizing skills
- Ability to present oneself as well as the company in a professional manner
- Proficient in the use of a computer and corresponding programs, internet literate
- Attention to detail
- Interpersonal skills and customer service skills required
- Extensive Knowledge of MS Word, Excel, PowerPoint, MS Outlook.

**Code of Conduct:**

Employee follows the STRAC Code of Conduct, which are rules to guide us in our work to assure the highest standards of business ethics and compliance as follows:

- 1. Legal Compliance:** comply with federal/state laws
- 2. Business Ethics:** accurately & honestly represent the Organization and not defraud anyone of money, property or service; at a minimum comply with the THD nonprofit board of directors.
- 3. Confidentiality:** protect confidential information
- 4. Conflict of Interest:** do not use position to profit personally
- 5. Business Relationships:** business transactions are free from offers or solicitation of gifts/favors
- 6. Protection of Assets:** preserve assets by using resources prudently and effectively
- 7. Patient Rights:** respect and support patient rights to privacy & treatment

*I hereby acknowledge receipt of and agree to abide by the above job description during my employment with Southwest Texas Regional Advisory Council.*

---

*Signature of Employee and Date*

---

*Signature of Witness and Date*