

ORGANIZATION OVERVIEW

The Workforce Opportunity Council, Inc. (Council) is a non-profit organization charged with evaluating, planning and setting policy direction for New Hampshire's workforce development system. The Council is committed to fostering a highly skilled and flexible workforce that ensures a competitive advantage for NH businesses and creates opportunities for the underemployed to get on career paths that lead to self-sufficiency.

POSITION TITLE: Administrative Assistant / Front Desk

JOB SUMMARY

Provides clerical and administrative support to the Council staff and board members. Responsible for facilitating smooth front office operations and relieving others from administrative details.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Provide administrative and clerical support to 5-7 Council staff.
 - ✓ Handle incoming calls, screening and redirecting as requested.
 - ✓ Handle Corporation President's incoming calls, screening as requested.
 - ✓ Process incoming and outgoing mail daily, including FedEx and/or UPS packages.
 - ✓ Maintain integrated calendar for all staff and Council activity. Alert staff to deadlines and timetables.
 - ✓ Schedule meetings as requested and handle all set-up requirements for same.
 - ✓ Complete travel arrangements for staff as requested.
 - ✓ Maintain control file of "tasks in progress" and follow up to be sure tasks are not overlooked.
 - ✓ Implement and maintain filing system including providing information and guidance on its use for other staff.
 - ✓ Anticipate upcoming meetings/events and follow up to ensure all details and requirements are met.
 - ✓ Prepare mailings for various Council activities.
 - ✓ Assist with the maintenance of the Eligible Training Provider files, including follow-up on new applicant or renewal information.
 - ✓ Compose and/or prepare administrative correspondence, reports, and other pertinent information. These tasks require advanced formatting techniques such as spreadsheets, graphs, mail-merge, badges, labels, etc.
 - ✓ Examine, proofread and check statistical and other reports for completeness and accuracy.
 - ✓ Maintain a desktop reference-Standard Operating Procedures library on all administrative-related issues.
 - ✓ Maintain/order office supplies as appropriate.
 - ✓ Maintain office equipment as appropriate.

2. Provide clerical and administrative support for the Council Board.
 - ✓ Prepare and/or distribute Council and committee agendas as directed.
 - ✓ Arrange meetings as requested, and handle all set-up requirements for same.
 - ✓ Maintain current board and committee files and contact lists.

- ✓ Maintain attendance rosters for each committee meeting as well as a consolidated roster.
- ✓ Communicate, orally and in writing, with Council board members and agency heads in a professional and proficient manner.

This list is not intended to be all inclusive. Other duties may be assigned as necessary.

SUPERVISION

Answers directly to the President, or designee.

MINIMUM QUALIFICATIONS

3-5 years of experience in an executive office environment. Will consider a combination of education and experience to meet this requirement

Proficient knowledge of business English, spelling and punctuation, with an ability to communicate clearly, concisely, logically, and coherently

Organizational skills with the ability to prioritize and complete multiple tasks

Computer experience in a Windows environment and above-average knowledge of word processing and spreadsheets

Knowledge of modern office methods and procedures, filing, telephone techniques, and office equipment

Experience working with a board of directors

OTHER ESSENTIAL TRAITS

Attention to detail and accuracy

Able to work well both independently and as part of a team

Able to establish healthy working relationships with co-workers, interagency staff including commissioners, and the general public

May be required to act as a Notary Public

PHYSICAL & OTHER REQUIREMENTS

Position is office-based and requires sitting for long periods at a desk and extensive computer work. Minimal lifting required. Minimal in-state travel required; must have own reliable transportation. Work week is 40 hours per week with extra hours required when necessary.