JOB DESCRIPTION

| **Title** | ADMINISTRATIVE ASSISTANT |
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| **Reports To**  | [INSERT TITLE]  |

**Job Purpose**

The Administrative Assistant is responsible for performing clerical tasks and providing administrative support to the staff at [Insert Organization Name]. This role involves keeping records, coordinating communications, and keeping the workplace organized and efficient.

This position is responsible for coordinating the day-to-day activities of the [Insert Organization Name] staff and managing the overall workplace operations.

**Duties and Responsibilities**

Specifically, this position entails, but is not limited to:

* Oversee and track both individual employee calendars and organization calendars
* Schedule meetings, appointments, events, and conferences as needed.
* Answer phone calls, take messages and connect staff to the appropriate parties, facilitate communication between staff and clients.
* Keep track and respond to email in the organizations email inbox and any other communication platforms used by staff and clients to communicate with the company.
* Respond to any client questions or concerns. Escalate inquiries as appropriate.
* Receive any mail or packages that arrive at the office and ensure the right staff receive mail that is addressed to them.
* Maintain the organizations recordkeeping system, both physical and electronic.
* Greet visitors and clients as they enter the office.
* Track the staff schedule and make any necessary changes.
* Ensure the office is stocked with supplies and resources.
* Order office supplies and materials as necessary.
* Send invoices, collect payments, handle receipts, and track any other financial transactions as necessary.
* Ensure any forms or documents are signed and securely stored in the appropriate location.
* Create and maintain spreadsheets, reports, and any other company information in an organized and confidential manner.
* Perform clerical tasks including mailing, faxing, scanning, photocopying, and printing.
* Prepare agendas, take/transcribe minutes and follow-up taking action when necessary.
* Screen and review incoming correspondence (mail and email), prioritize items for action and initiate responses.
* Maintain contact lists and organize correspondence by urgency and importance.
* Plan and book any travel arrangements for staff as necessary.
* Manage any internal/external clients requests and staff requests.
* Keep senior staff updated on any matters regarding the office, staff, or company events.
* Provide training and guidance to other administrative staff as necessary.
* Other functions and tasks as required to support the organization.

**Skills and Competencies**

* Knowledge of office management systems and procedures.
* Excellent time management skills and ability to priortize tasks by urgency and importance.
* Ability to multitask and work in a fast-paced work environment with frequent interruptions and competing priorities.
* Strong attention to detail and proofreading skills.
* Professional written and verbal communication skills.
* Resourceful, flexible, and adaptable.
* High degree of common sense and initiative for problem solving.
* Exhibits good discretion, judgement, tact and diplomacy. Maintains confidentiality.
* Excellent organizational, planning and project management skills.
* Works efficiently and effectively independently and in a team environment.
* Works effectively under pressure in a busy and dynamic environment.
* Able to learn new systems, programs and applications quickly.
* Strong understanding of and belief in the advancement of customer service based on best practices, communication and collaboration.
* Good knowledge of standard office practices and procedures.

**Qualifications**

* An Associate's Degree in Business Administration is an asset.
* Secondary School or General Education Diploma (GED) is required.
* A minimum of [Insert XX] years experience working in an administrative position
* Strong knowledge of and proficiency in office organization softwares (Office 365, Zoom, Adobe, etc.).
* Strong data entry and keyboarding skills.
* Working expertise of office equipment.

**Working Conditions**

* This position is based in an office environment.
* The standard workweek for this position is [insert #] hours. The standard business hours for this position is [insert core hours]. Overtime and hours worked outside of the standard work schedule may be required.
* May require sitting, facing screens, and using phones for extended periods of time.