

## **Administrative Assistant**

Reporting to the Education Manager, the Administrative Assistant is responsible for assisting in the coordination of all lines of business as needed and is a liaison between customers and staff. This is a part time non-exempt position.

### **Job Description**

The Administrative Assistant plays a central role in the organization in as they are responsible for the first point of contact with NWSoco partners and customers, which, requires professional office attire, dynamic and positive customer service skills, exceptional organizational skills, the ability to multi-task and oversee customer data entry in a time-effective manner. The purpose of this position primarily to act as a salesperson, promoting NWSoco services with customers at the front desk and as office support, assisting all lines of business coordinating administrative needs. The Administrative Assistant position requires excellent analytical, interpersonal, organizational, and writing skills and the ability to exercise extensive discretion and independent judgement.

### **Responsibilities**

(Include but not limited to)

#### **Customer Service**

- Welcomes visitors by greeting them, in person or on the telephone; answering questions, assessing customer needs and then based on customer needs suggests services and assists customers in the use of our virtual engagement tool (CFT).
- Inform and educate customers of the benefit and all services offered by NeighborWorks, acting as a salesperson, but with the best needs of the customer as priority.
- Assists with intakes, appointment scheduling, and customer follow-up utilizing NWSoco virtual customer engagement tool (CFT) and the customer relationship management tool (Salesforce – CRM)
- Handle routine customer concerns/questions by thoroughly explaining and helping customers to understand the process by which customers move through each of NWSoco programs with a focus on long-term financial stability.
- Provide information on programs provided by other human service agencies, as needed to promote NWSoco as a common place to seek resources in the community.

#### **Administrative Coordinating**

- Monitor Group class registrations and then create classroom materials as needed.
- Receive, record and distribute all incoming mail, email, faxes; receive, record and secure all NWSoco incoming receivables.

## Other

- Seek out and complete applicable training when required for performance.
- May perform additional duties of similar or related nature as assigned.
- Some travel for training may be required

## Qualifications:

- A high-school diploma and 1 year of similar work experience required.
- Office computer skills: MS Outlook, MS Word, Excel, (includes creating, editing, and maintaining various applications as well as creation and maintenance of spreadsheets in Microsoft Excel)
- Excellent verbal communication skills
- Excellent organizational and filing skills
- The ability to identify areas of opportunity of inefficiency and using problem solving skills and communication actionably improve NWSoco's effectiveness.
- Positive, professional demeanor and the ability to work well with staff and promote a positive image of NWSoco throughout the community.

## General Terms Applicable to This Position

**Employed at Will.** This job position is at-will, meaning that either the employee or the Company may terminate the employment relationship at any time, with or without cause or prior notice.

**Not a Contract.** This job description is not a contract of employment and is subject to change by the Company at any time without prior notice to employee.

**Duties Not Inclusive.** The duties listed above are examples of essential functions of the job position but are not all-inclusive. The Company may require the employee to perform additional duties not listed and may modify the duties listed. Reliable attendance is an essential duty of this position.

**Handbook.** The Employee Handbook contains important guidelines regarding employment with the Company that apply to employee. Employee is responsible for reading and abiding by the Employee Handbook guidelines, which Handbook may be modified from time to time by the Company.

**Reliability.** This position requires that the person be reliable in terms of attendance. This is essential to performing the job satisfactorily.

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