

ADMINISTRATIVE ASSISTANT II

FLSA: Non-Exempt

Summary

Under the direction of the Operations Manager, the Administrative Assistant II provides clerical and communication support to administrative staff to ensure efficient operations.

Distinguished from the Administrative Assistant I by the essential duties and responsibilities. An Administrative Assistant II works under general supervision and, within a framework of established procedures, is expected to perform a variety of more complex duties with only occasional assistance.

Organizational Impact:

- Supports the administration and communications of a complex organization with multiple stakeholders.
- As an ambassador to the agencies and their members, ensures PLS is valuable to the member organizations.
- Responsible for confidential and time-sensitive material; relies on experience, creativity, problem-solving and good judgment to plan and accomplish goals.
- Ensures the efficient and smooth day-to-day operation of the office.

Essential Duties and Responsibilities:

- Assists with the Administration by handling incoming visitors, calls and mail; as well as ordering office supplies, and receiving shipments.
- Creates, manages and documents agency contracts using authorized signature methods, in compliance with fiscal policy and grant requirements.
- Assists in the preparation of the agenda packets for board meetings.
- Assists in preparing for agency's meeting, trainings and seminars.
- Prepares, formats, proofreads, edits, and revises various documents, including letters, memos, forms, reports, minutes of meetings, agendas, and other handouts/packets, including workshop binders/folders for grants.
- Ensure Form 700s are completed for all agencies.
- Supports the work of PLS as well as its contracting agencies.

Other Job Duties:

- Makes travel and meeting arrangements, prepares reports and maintains appropriate filing systems. Acts as backup for Administrative Assistant I.
- Writes and distributes email, correspondence memos, letters, faxes and forms.
- Assists in the preparation of regularly scheduled reports.
- Develops and maintains a filing system.
- Updates and maintains office procedures and directories.

- Orders and maintains office supplies; researches new supplier discounts.
- Provides general support to visitors; acts as the point of contact for clients; refer matters to appropriate staff; resolve complaints as appropriate.
- Packs and mails interlibrary loan materials and track cost of mailing for bill back.
- Records grant applications, financial and narrative reports after approval; maintains grant files in a shared SharePoint site.

This job description is not a complete list of potential duties. Employees will be required to follow any other instructions and to perform any other duties requested by their supervisor.

	Required	Preferred
Education and Requirements	High school diploma	Associate degree in Administration
Experience	3+ years office work including office supply and inventory management	1+ year experience as an administrative assistant
Knowledge	<p>Knowledge of office management systems, equipment, software and procedures</p> <p>Proficiency in MS Office (MS Word, Excel and PowerPoint), Adobe Acrobat, and database systems.</p> <p>Professional standard English both spoken and written</p> <p>Basic arithmetic</p>	<p>Customer service, communication and conflict resolution principles</p> <p>Working knowledge of DocuSign or other electronic signature software</p>
Skills and Abilities	<p>Excellent time management skills and the ability to multi-task and prioritize work</p> <p>Excellent organizational and record keeping skills</p> <p>High attention to detail; problem-solving skills</p> <p>Excellent written and verbal communication</p> <p>Excellent customer service, discretion, patience, communication and conflict resolution skills</p> <p>Excellent judgment, independent thinker, and willingness to refer delicate issues to supervisor</p>	<p>Ability to accurately compute and maintain file or record of inter-library delivery statistics</p>

Work Environment and Physical Demands:

Normally seated, standing or walking at will; normal physical activity including some bending, pushing, pulling, and carrying, which may range up to 50 lbs., upon occasion. Keyboarding and working at a computer monitor for extended periods required. Phone usage, reading, speaking, and listening required. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or work room.