



## Summary

Job Title  
Administrative Specialist

Department  
Admin

The **Administrative Specialist** position is responsible for supporting the team to efficiently complete their objectives. Key responsibilities include managing office communications, schedules/calendars, meeting/event planning, billing records management, employee and customer contact management, staff administrative support, project support, and maintaining confidentiality with all company matters.

**Reports To:** Financial Director

### **Responsibilities & Authorities:**

- Professionally greets and manages interactions with customers, visitors, contractors, and other guests.
- Manages incoming correspondence and electronic communications, including promptly answering and directing all incoming calls to the appropriate party.
- Assists with managing and maintaining staff schedules, calendars, appointments, and travel arrangements.
- Arranges complex meetings/events with both internal and external parties, including trade shows and customer visits.
- Supports accounting functions, including: accounts payable, reconciliations, travel & expense reports, check runs, and bank deposits.
- Maintains the confidentiality of sensitive company and customer information.
- Provides HR administrative support as needed.
- Performs additional duties as assigned.

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## Key Responsibilities

RESULTS

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<b>Safety &amp; Organization</b>	<b>36%</b>
<ul style="list-style-type: none"> <li>• Follows and complies with all safety and company work rules and regulations, including Drug and Alcohol Testing Policies.</li> <li>• Maintains safe work habits and adheres to correct use of proper personal protective equipment</li> <li>• Safety training has been completed in accordance with company requirements.</li> <li>• Maintains an awareness of safety-sensitive work and surroundings. Responsible to identify potential and actual hazards and mitigate damage to persons and property.</li> <li>• Responsible to maintain detailed descriptions in Harvest software and appropriately track times.</li> <li>• Protects the security of customers' and company's sensitive information and files.</li> <li>• Ensures documentation for various departments is protected and easily accessed through storage and proper naming and electronically backed up, etc.</li> <li>• Organizes all supplies and equipment for easy accessibility to maximize efficiency.</li> <li>• Adheres to attendance requirements and time-off request notices.</li> </ul>	
<b>Quality</b>	<b>34%</b>
<ul style="list-style-type: none"> <li>• Works efficiently and independently with minimal supervision within defined quality standards to ensure timely completion of projects.</li> <li>• Identifies and suggests ways for the company to improve the efficiency and quality of production to the shop's system and process to support the company's growth.</li> <li>• Supports continuous improvements and efforts to make positive changes in the organization. Effectively participates in the implementation of these efforts.</li> <li>• Seeks out opportunities to build new skills. Develops good work habits to ensure a high quality of work is accomplished.</li> </ul>	
<b>Technical &amp; Systems Knowledge</b>	<b>30%</b>
<ul style="list-style-type: none"> <li>• Seeks out and uses technical resources in the appropriate format.</li> <li>• Effectively and proficiently uses computer-based and online software and systems daily.</li> <li>• Effectively and proficiently uses Google Suite to manage calendars and other communications.</li> <li>• Effectively and proficiently Uses Quickbooks to perform relevant data entry and report generation.</li> <li>• Effectively and proficiently navigates Fishbowl and enters Purchase Orders or other bookkeeping-related data in a timely manner.</li> </ul>	
<b>Total</b>	<b>100%</b>
<b>CORE VALUES</b>	
<b>Teamwork</b>	<b>20%</b>
<ul style="list-style-type: none"> <li>• Places the importance of the team's common goals above their individual achievement</li> <li>• Contributes to an environment of free flowing communication that helps us collaborate</li> <li>• Works well with others and supports the people on their team</li> </ul>	
<b>Integrity</b>	<b>20%</b>
<ul style="list-style-type: none"> <li>• Does the right thing, even when no one is looking</li> <li>• Honors commitments and accepts responsibility for their actions</li> <li>• Demonstrates personal accountability to co-workers by fulfilling their role on the team</li> </ul>	
<b>Excitement</b>	<b>20%</b>
<ul style="list-style-type: none"> <li>• Displays energy, passion, and enthusiasm for their work</li> <li>• Shows a strong desire to learn new things and improve their professional skill set</li> <li>• Seeks out and uses new technology or ideas to improve the effectiveness of their work</li> </ul>	
<b>Stewardship</b>	<b>20%</b>
<ul style="list-style-type: none"> <li>• Embraces a responsibility to preserve history, honor veterans, and serve our community</li> <li>• Completes work in a responsive manner to ensure our customers receive reliable and dependable services</li> <li>• Focuses on customer-oriented actions that will build strong, long-term relationships</li> </ul>	

## Quality

20%

- Does their part to maintain world class craftsmanship and service for our customers
- Does not cut corners or take shortcuts; completes the job right the first time
- Takes pride in their work and holds themselves to a very high standard of performance

## Total

100%

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## Requirements

### **Qualifications:**

- Be able to read, write, and speak English clearly.
- Ability to manage busy calendars for multiple staff members.
- Ability to schedule and coordinate complex meetings and travel arrangements.
- Has excellent communication skills to interact with customers, prospects, and our team.
- Ability to manage projects and create presentations and documents.
- Ability to stay highly organized and up-to-date with employee and customer contact management and expense reports.
- Associate's Degree in business administration, a relevant field or an equivalent amount of training and experience.
- Relevant experience in a receptionist or office administration role, preferably in a related industry.
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift and pull objects weighing up to 30 pounds at a time.