



WAUNAKEE NEIGHBORHOOD CONNECTION

Position Title: Administrative Assistant
Reports To: Operations Manager
Date Last Updated: 1.2016

SUMMARY: The Administrative Assistant provides assistance to the Operations Manager and the Executive Director in facilitating day-to-day management of business dealings for Waunakee Neighborhood Connection. Responsibilities include performing, coordinating, and monitoring the technical and administrative duties in support of the Operations Manager and the Executive Director. Interacting, communicating, organizing, managing, and scheduling with partners and coordinators is crucial to this role.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Promotes, represents, and supports the Waunakee Neighborhood Connection with a strong, positive image within the community in all matters.
- Maintains complete, clear, accurate, and comprehensive record keeping and files with regards to all areas of the Waunakee Neighborhood Connection. Including, but not limited to areas such as WNC Programs, event coordinating etc. while maintaining confidentiality in all matters relating to clients.
- Provides follow up on work, appointments, errands, events and issues as they relate to The Waunakee Neighborhood Connection.
- Reviews and summarizes information; prepares documentation and provides status reports to the Operations Manager, as necessary.
- Foster partnerships with other service providers, business partners and community resource organizations.
- Gathers, investigates, and analyzes information. Composes and prepares correspondence, fills out forms and applications, and completes documentation, which may be highly sensitive and confidential in nature.
- Provides assistance and support in problem solving, planning and management, and execution of stated personal goals and objectives.
- Assist Operations Manager in communication to donors, clients and the community, including social media activities.
- Assist with special events, fundraising and administrative tasks.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Computer proficient with Microsoft Word, Excel, and Outlook. Working knowledge of general office equipment.
- Computer literacy in social networking, website platforms, design and page layouts
- Ability to foster a cooperative work environment. Must possess friendly, courteous, and professional customer service attitude.
- Ability to prioritize and handle multiple tasks at one time.
- Strong interpersonal, verbal and written communication skills; ability to interact professionally with a wide variety of people.
- Detail oriented. Well organized. Ability to learn quickly and manage change.
- High degree of flexibility and initiative. Ability to deal effectively with time pressures, stress, and rapidly changing priorities and maintain self control.
- Ability to be flexible, self-motivated and resourceful.
- Ability to operate in an open, honest and forthright manner in order to build and maintain professional relationships with a diverse population
- Ability to take ownership and be accountable for one's actions and responsibilities
- Must possess a valid Wisconsin Driver's license and proof of personal auto liability insurance meeting Wisconsin's minimum requirement
- Commitment to the WNC Mission

WORKING RELATIONSHIPS:

- Reports primarily to the Operations Manager
- Daily contact with Executive Director, volunteers, resource partners, donors and community leaders.

WORKING CONDITIONS

- Work is performed in and out of the office, as needed.
- Daily use of computers and telephone.
- Must be able to work with constant interruptions.
- Combination of sedentary and low level physical work, exerting up to 50 lbs. of force occasionally, with lifting 10-25 lbs. on a frequent basis.

EDUCATION and/or EXPERIENCE

- College degree preferred - High school diploma or equivalent required.
- Excellent communications skills, including public speaking, and the ability to adapt communication style to fit the situation and audience
- Excellent organizational, time management, multi-tasking and prioritization skills
- Excellent interpersonal skills
- Strong critical thinking/analytic skills - analyze data, draw appropriate conclusions and recommend solutions

SUCCESS FACTORS

- Quality, accuracy, timeliness, reliability, and thoroughness of work performed.
- Gains the trust and respect of those that have contact with WNC.
- Ability to learn quickly, handle multiple projects at one time and manage change.
- Effectiveness of communications and development of good working relationships.
- Professional appearance and conduct.
- Reliability in reporting to work regularly and on time.
- Understands and adheres to requests, preferences, and guidelines.
- Maintains the integrity of confidential information.