



JOB DESCRIPTION

TITLE: Administrative Assistant

EFFECTIVE DATE: August 22, 2022

Department: Administration

FLSA Status: Non-Exempt

Reports To: HR/Office Manager

Supervises: None

I. Position Summary

Under the direct supervision of the HR/Office Manager, the Administrative Assistant provides administrative support to ensure efficient operation of the Organization. The job duties can vary widely, which includes variety of clerical and administrative tasks and functions, as well as coordinating events and supports other duties as needed.

II. Major Duties and Responsibilities

A. Essential Duties

- Welcomes visitors by greeting them, in person or on the telephone, answering or referring inquiries providing instructions in a professional manner.
- Accepts program registration, scholarship, and rental application forms from the public confirming that the forms are completely filled out.
- Data-input of agency's membership, program roster lists, ensuring that data is accurate, and its information kept confidential.
- Sorts and distribute the daily mail addressed to the tenants and the agency. Ensures that outgoing mail is picked up by the postal worker.
- Accepts and writes receipts for incoming cash and/or checks from walk-in clients; maintains an accurate receipt log. Delivers the receipts to the Business Office daily.
- Manage and execute the timely acknowledgement of gifts and assure that all types of donations are properly documented.
- Continually update and maintain donor database records in Raiser's Edge NXT.
- Provide secretarial/administrative support to the Administrative Office, Community Services, Pakolea, Recreation, Support Services, and any Special Events as requested and needed.
- Update and maintain the organization's activity and program calendar.
- Assist in coordinating and scheduling facility rentals.

- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Carries out administrative duties such as filing, typing, copying, binding, scanning etc.
- Take inventory of supplies and restock as needed.
- Assists in monitoring and coordinating campus environmental health and safety programs, including safety inspections, accident investigations, and safety training.

B. Mandated Reporter

- The law mandates that professionals and personnel of any public or private agency or institution, or other individuals providing social services and financial assistance are **required** to report suspected child and/or vulnerable adult abuse or neglect. As a Palama Settlement employee, you must report any suspected cases of abuse or neglect to your supervisor.

C. Perform other duties as assigned

III. Qualifications

A. Experience / Skills

- Requires ability to work independently under general direction.
- Professional, pleasant and fluency in English telephone skills.
- Take and convey telephone messages and/or messages from visitors. Must be able to take precise notes.
- Excellent interpersonal and customer service skills and ability to work with individuals of diverse cultures.
- Computer literate and proficient in Microsoft Word, Excel and use of the internet. PowerPoint desired.
- Able to multi-task and adjust to work priorities in a fast-paced, busy office setting and function well in a high-pace stressful environment.
- Excellent organizational skills, attention to detail, capacity to work under deadline pressures and handle a variety and multiple assignments efficiently with accuracy and timeliness.
- Possess strong problem solving and decision-making skills and is able to work well with all types of people, manage efforts of peers, logistics and make recommendations.

B. Education / Experience

- High school diploma/GED
- Two years' work experience in a service-oriented office.

IV. Working Conditions

A. Work Hours: General office hours: Monday to Friday, 8:00 a.m. to 5:00 p.m.

B. Work Environment: Indoors at a workstation.

C. Mental and Physical Demands

- Ability to operate general office equipment including computer, copier, printers, fax etc.
- Ability to lift, carry, push, pull, up to 25 lbs. of general office material or equipment.
- Ability to climb stairs; deliver mail, supplies to departments.

V. Additional Requirements: (certifications, driver's license, etc. – if applicable)

A. Current CPR/First Aid certification (or ability to obtain certification within 6 months of hire date)

B. Criminal background clearance

- Hawaii Criminal Justice Data Center
- National Sex Offender Public Registry
- National Criminal History Database