

Title: Administrative Assistant
Location: Cheyenne
Division: Agency Services
Reports To: Executive Coordinator
Position Status: Non-Exempt
November 2018

Basic Purpose:

Provides general office and administrative support for WBC through a variety of activities and related tasks. Acts as a host and greeter by delivering customer service to visitors, clients and vendors of the WBC through phone or in person. Completes a variety of administrative assignments as requested. Prioritizes, organizes and communicates tasks and manages time to ensure accurate and timely completion of a variety of assignments. The Administrative Assistant ensures a professional and welcoming first impression for WBC to all incoming guests and completes administrative assignments that support the work of the agency.

Essential Duties:

- Greet visitors and answer telephones, redirecting to requested staff when necessary.
- Assist clients with immediate task-related needs such as: access to forms, promotional materials, contact information, brochures, etc.
- Provide office and administrative support.
- Assist with mailings, make copies, scan and fax documents as requested.
- Prepare, organize and maintain digital and paper copy files and records as requested.
- Enter data and create reports as requested.
- Mail packages and letters.

Position Requirements:

- Any combination of education and experience equivalent to a high school diploma plus two years' work related experience in a professional setting.
- Excellent customer service skills: anticipate needs to provide and deliver professional, helpful, high quality service and assistance.
- Adaptable to a variety of work-styles and preferences.
- Experience with complicated schedules and managing multiple priorities from competing interests.
- Strong communication skills; written and verbal.
- Able to build and promote trust and teamwork.
- Solid decision making skills.
- Work well both independently and as a member of a team.