

Purpose:

The Administrative Assistant provides administrative support to ensure the efficient operation of the office. This position supports department directors, employees, and volunteers through a variety of tasks related to organization and communication. The Administrative Assistant effectively communicates via phone and email. Additionally, they ensure all duties are completed accurately and delivered with high quality and in a timely manner.

Responsibilities:

- Greet and assist visitors to the office.
- Answer and direct phone calls and Kappa Headquarters emails to the appropriate staff/volunteers.
- Provide information by answering questions and requests.
- Receive, sort and distribute the mail for both the Fraternity and Foundation.
- Organize and schedule Zoom calls, conference calls, webinars, meetings, and appointments for staff/volunteers.
- Ensure the operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories, and evaluating new equipment and techniques (in consultation with the Director of Business and Operations).
- Maintain supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies, verifying receipt of supplies.
- Utilize the ticketing system for technology-related needs. Submit tickets related to updates to membership records.
- Produce and distribute correspondence memos, letters and forms.
- Utilize the ticketing system for technology-related needs. Submit tickets related to updates to membership records.
- Provide simple technology support, such as answering website questions and assisting with password resets.
- Assist with generating and preparing regularly scheduled reports.
- Develop and maintain an electronic filing system.
- Prepare and monitor invoices as they pertain to the administrative area.
- Contribute to the team effort by accomplishing related results as needed.
- Carry out administrative duties such as filing, copying, binding, scanning, mail distribution, etc., in support of all departments.
- Confidentially handle sensitive information.
- Take accurate minutes of meetings (when requested).
- Develop and update administrative systems to make them more efficient.
- Other duties as assigned.

Skills and Qualifications:

- Bachelor's degree with proficiency in Microsoft Office with expertise in Word, PowerPoint and Excel.

- Prior experience working in a fast-paced office environment and/or a background in customer service is recommended.
- Ability to analyze and revise operating practices to improve efficiency.
- Detail-oriented with exceptional communication and organization skills.
- Dedication to completing projects in a timely manner.