



AMERICA'S CAR MUSEUM®

OFFICE ASSISTANT POSITION DESCRIPTION

EFFECTIVE DATE:	<u>03/09/24</u>	DEPARTMENT:	<u>Administration</u>
FLSA CLASS:	<u>Non-Exempt</u>	DRIVING CLASS:	<u>N/A</u>
FTE STATUS:	<u>Part-Time</u>	BENEFITS:	<u>N/A</u>
REPORTS TO:	<u>Executive Assistant</u>		
SUPERVISES:	<u>N/A</u>		

GENERAL SUMMARY:

The Office Assistant serves as one of LeMay – America's Car Museum's (ACM) and America's Automotive Trust's (AAT) first points of contact for guests, volunteers, and donors. The position is under the direct supervision of the Executive Assistant and is responsible for providing coordination and oversight of ACM's reception area, copy and supply room, and administrative office support services, as well as assisting the HR & Volunteer Coordinator with day-to-day tasks in support of the Volunteer Program. This position is part-time (30 hours per week), Mondays through Fridays.

This position description has been designed to indicate the general nature and level of work performed by jobholders within this role. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. To perform the job successfully, an employee must perform each essential responsibility satisfactorily. These requirements are representative, but not all-inclusive, of the knowledge, skills, and abilities required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

PRIMARY OBJECTIVES:

1. Serve as one of the first points of contact for callers, guest, members, and donors while representing the Museum in a professional manner and with an attitude of excellence.
2. Ensure the smooth running of ACM's Administrative Office and coordinate the functions of the reception area and copy room to maintain ACM's professional image and excellence in service.
3. Serve as a main administrative conduit for internal and external communication while maintaining professionalism and confidentiality.
4. Provide administrative support for the Volunteer Program.
5. Promote teamwork and positive employee morale by executing duties with a positive attitude that remains solution focused.

Signature

Date

MAJOR RESPONSIBILITIES:

1. Serve as the primary point of contact for all internal and external communications for the administrative office, including welcoming and responding to guest needs, correspondence, answering incoming calls and routing callers and emails to appropriate parties; appointment scheduling, and other critical communications as needed.
2. Provide coordination and oversight for office supply ordering and office equipment maintenance, order general office supplies and special orders for Staff from approved vendors (Primarily Amazon), check in supplies upon delivery, and restock or distribute delivered supplies, and complete all required purchase orders.
3. Prepare, process, and distribute mail and FedEx shipments. Assist in preparing, packaging, and sending mailings, packages and gifts to donors, members, and other constituents to foster stewardship of ACM, AAT, and RPM's donor base.
4. Monitor and respond to info@ emails, including processing donation requests.
5. Assist the Facilities Manager in completing IT support tickets for Circle Twice, computer equipment desk set ups, and reporting IT issues.
6. Support the HR & Volunteer Coordinator in Volunteer Program processes, greeting volunteers and answering their questions, assisting with the weekly newsletter, setting up Signup Genius links for volunteer assignments, processing monthly volunteer passes, updating the activities video, assisting with appreciation events, and assisting with donation requests.
7. Create administrative forms and quick-reference process sheets as needed or directed to streamline administrative processes and reporting to maximize efficiency and effectiveness in workflow and communications across departments, including, updating the internal phone list as information changes.
8. Create instructions, cheat-sheets, forms, etc., to streamline administrative processes and assist in training personnel in office/administrative processes.
9. Assist in the new employee onboarding process, including programming phones, assigning mailboxes, requisitioning business cards and training employees on the proper use of office equipment.
10. Ensure all office equipment is operational and maintained as needed, including placing service and repair calls for all office equipment as needed; ordering toners and supplies for copy machine, and serve as point of contact for maintenance needs and troubleshooting.
11. Order business cards for eligible employees and maintain a supply of all cards at the reception desk for distribution to visitors as appropriate.
12. Maintain postage meter including weekly cleaning, ordering of supplies, programming of departments, , and maintaining manuals.
13. Manage VoiP Phone System including adding and removing users, updating auto-attendants, creating SMS requests and being point of contact for technical support.
14. Apprise the Development Department of all member and donor issues as they arise.
15. Maintain organization of mailroom/breakroom.
16. Retrieve daily mail in the office, and sorts and distribute it appropriately.
17. Log all incoming checks and forward the checks to Finance.
18. Perform other general administrative support duties, including fulfillment of data requests, mailings, filing, word processing, spreadsheets, presentation graphics, preparing correspondence, photocopying, collating, binding, faxing, scheduling meetings, travel arrangements, etc.

Signature

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19. Maintain professional boundaries and behavior, including a positive, collaborative, solution focused, and team-oriented attitude.
20. Provide back-up assistance to other office staff and departments to help alleviate workload issues.
21. Utilize MS-Word and Excel to generate communications and reports.
22. Utilize MS-Outlook for email communications, and scheduling.

QUALIFICATIONS:

The incumbent for this position must be at least 21 years of age and possess: a high school diploma or GED with a minimum of two (2) years clerical office or receptionist experience. Additional relevant education or experience may be substituted for one for the other, on a year-for-year basis. The incumbent for this position must be a team player and able to work independently and collaboratively among all departments within the Museum.

Additionally, the incumbent must possess:

1. The ability to pass an in-depth background investigation including criminal history, employment and education records, and personal references.
2. Excellent organizational and administrative skills and the ability to manage and prioritize a wide range of tasks with competing timelines and interests while meeting deadlines.
3. A solid proficiency in the English language with professional communication skills including interpersonal, verbal, non-verbal, formal presentation, and written communications.
4. Intermediate to advanced skills in M.S. Word, Excel, Outlook, and Teams, with ability to type efficiently.
5. Sensitivity to office culture.
6. A keen attention to detail with the ability to critically analyze and resolve quantitative and logistical problems.
7. An ability to thrive in a fast-paced, with multiple interruptions, with high expectations for professional outcomes.
8. The skill and ability to work independently with general instruction and minimal supervision while maintaining a team-oriented approach and attitude.
9. An ability to deal with information in a confidential manner and respond with sensitivity to the needs and concerns of others.
10. The skills and ability to function as part of a team environment positively and professionally and promote teamwork with a positive and solution-focused attitude.
11. The interpersonal skills, sensitivity, and ability to professionally interact with a diverse range of people of all ages, socio-economic groups, and personality types.
12. An understanding of the various stakeholders' needs and the ability to meet those needs with a collaborative approach that fulfills the mission of the Museum.
13. Discernment and good judgment needed to differentiate between confidential, sensitive, and general information and the ability to maintain confidentiality accordingly.
14. The ability to lift up to 30 lbs. periodically, stand, sit, and work on the computer for extended periods of time, bend stoop, and twist regularly, manipulate items with fingers frequently, operate typical office machinery regularly, visually inspect, compare, and analyze written data regularly, read and interpret manuals and instructions, and effectively communicate verbally, and in written format regularly.

Signature

Date