

## POSITION DESCRIPTION

Montana Homeownership Network  
dba NeighborWorks Montana

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**JOB TITLE:** Administrative Assistant

**JOB LOCATION:** Great Falls, MT

**ACCOUNTABLE TO:** Administrative Services Manager

**REVISION DATE:** 10/14/2019

**POSITION STATUS:** Full time

**POSITION TERMS:** Permanent

**FLSA STATUS:** Non-Exempt

**GRADE:** 5

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**MINIMUM QUALIFICATIONS:** Two years of experience in professional position with like duties. High school diploma or equivalent required. Must have an interest in and aptitude for technology solutions and troubleshooting. Must be proficient in Microsoft Office. Demonstrated experience in customer service or relations. Requires strong administrative skills with ability to manage multiple tasks and deadlines in fast-paced environment. Proven ability to work in a small team environment with minimal supervision. Must adhere to confidentiality policies and procedures. Must be able to communicate well in person, over the phone, and in writing. This position requires attention to detail and the ability to perform repetitive tasks. Occasional evening and weekends with minimal travel required; applicants must have a valid driver's license.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### General Administration and Reception:

- Ensure office is open and prepared for business during applicable hours and create friendly atmosphere at front desk and over the phone
- Direct visitors and callers and provide program information
- Provide general administrative support to all departments
- Receive and record incoming cash and checks, manage petty cash, and work with finance department to ensure accuracy of these funds
- Manage/distribute incoming and outgoing mail and shipments, including retrieval of mail from post office
- Assist with planning and coordinating of events and meetings as necessary
- Register staff and board for trainings and conferences, including arranging travel
- Maintain and update mailing and distribution lists for various audiences
- Assist Administrative Services Manager to ensure operation of equipment by completing preventive maintenance requirements, troubleshooting, and coordinating with IT consultant for repairs or replacement
- Provide basic day-to-day IT support to staff
- Attend staff, board and committee, and training meetings and events as required

#### Special Projects:

- Support Neighborhood LIFT down payment program through courtesy calls to clients, communication with partner organizations as directed, and assist Administrative Services Manager program duties
- Assist Administrative Services Manager in establishing and implementing electronic retention protocols

This job description describes the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

#### PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be able to perform tasks which involve the ability to exert light physical effort in sedentary to light work on a daily basis. Tasks may involve extended periods of time at a keyboard or workstation.

This document does not create an employment contract, implied or otherwise. NeighborWorks Montana retains the discretion to add duties or change the duties of this position at any time.

By signing below, I acknowledge that I have read and understand the requirements and performance criteria for this position.

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Employee's Signature

Date

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Supervisor's Signature

Date