girl scouts
heart of michigan

Job Title:	Administrative Assistant	**Reports To:**	Administrative Team Leader
Department/Group:	Administration	**Travel Required:**	Minimal
Location:	MI – Kalamazoo	**FLSA Status:**	Exempt
Level/Salary Range:	To be determined	**Status:**	Full-time
Prepared By:	Ashleigh Crisp Hobart	**Date posted:**	November 18, 2015

To apply please include a cover letter, resume, or employment application. Applications accepted by:

Fax: (269)492-1439
Email: hr@gshom.org
Subject Line: Administrative Assistant- Kalamazoo
Attention: HR Department
Website: http://www.gshom.org/about/whoweare/employment.html

MAIL:
HR Department
Girl Scouts Heart of Michigan
601 W Maple
Kalamazoo, MI 49008

Job Description

POSITION SUMMARY

This position provides clerical and administrative assistance to all departments at Girl Scouts Heart of Michigan (GSHOM). Will provide administrative support to regional center located in Kalamazoo.

ROLE AND RESPONSIBILITIES

- Position is located at the Kalamazoo Regional Center.
- Provide professional assistance to support the Regional Manager and Administrative Team Leader daily, Chief Executive Officer and other Chief Officers when in the Kalamazoo office.
- Assist in maintaining the GSHOM inbox.
- Maintain Marketing inbox.
- Sort and prepare marketing material orders for distribution.
- Answer routine inquiries of volunteers and staff in a courteous and helpful manner.
- Prepare and edit letters, reports, questionnaires, forms and similar documents with Microsoft Office.
- Process check requests for various departments.
- Organize and maintain files.
- Works independently and within a team on special nonrecurring and ongoing projects. Acts as a project manager for special projects, at the request of the Regional Manager and Administrative Team Leader.
- Partner with the customer service team (Retail, Administrative Assistants, Data Entry) to ensure professional customer service and provide support to all departments.
- Candidate must uphold and promote the highest standards of the company culture.
- Assist with answering a multi-line phone and transferring to appropriate staff member.
- Will work with the administrative team to work in the retail store/welcome desk when needed while ensuring customers are receiving high quality service and their needs are met.
- Attend monthly administrative and all staff meetings.
- Other duties as assigned.

COMPETENCIES

- Customer Service Focused
- Personal Effectiveness/Credibility
- Thoroughness

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- Collaboration Skills
- Communication Proficiency
- Flexibility

EDUCATION AND EXPERIENCE

- High School Diploma/GED
- One year of administrative experience

KNOWLEDGE/SKILLS/ABILITIES

- Prior non-profit administrative experience preferred.
- Must possess excellent oral and written communication skills to work in team environment, ability to provide professional customer service, have a willingness to accept new responsibilities and handle multiple projects.
- Must have the ability and initiative to work independently, multi-task and work well with all levels of volunteers/staff on an as-needed basis.
- High level of professionalism is a must.
- Flexible and team-oriented.
- Strong human relations, problem solving, and conflict management skills required both in person and on the telephone when speaking with volunteers, staff, and organizations throughout the community served.
- Willing to become a member of Girl Scouts of USA.
- Able to lift and/or manipulate up to 25 pounds.

WORK SCHEDULE

- Most work hours will be Monday through Friday between 8 a.m. and 5 p.m.
- Position requires candidates to work some evenings and weekends on an as-needed basis

WORK ENVIRONMENT

Operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and a point of sale system.

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility.

BENEFITS

- Medical, Dental, Vision
- Life and Disability
- Flexible Spending Account
- 403(b)
- Vacation, Sick, Holiday Pay

Note: Nothing in this job description restricts the right of management to assign or reassign duties and responsibilities to this job at any time.

Girl Scouts Heart of Michigan is an Equal Opportunity Employer.