



United Way
of Northeast Florida

United Way of Northeast Florida Position Description

Position Title: Front Desk Administrative Assistant

Department: Management and General

Reports to: Office Manager

Reviewed: October 2022

FLSA Status: Nonexempt

Vision and Mission:

At United Way of Northeast Florida, we envision a community of opportunity where everyone has hope and can reach their full potential. Our mission is to solve our community's toughest challenges by connecting people, resources and ideas.

Diversity, Equity and Inclusion is not only valued and demonstrated in our hiring practices, it is a fundamental part of our mission throughout our organization and the communities we serve.

Purpose of Position:

Our Front Desk Administrative Assistant is responsible for representing United Way to callers and visitors providing excellent customer services as Receptionist at United Way's Front Desk. All callers and visitors to be received and treated in a warm and friendly manner while listening carefully and efficiently fulfilling their needs. In addition, provide clerical support for other administrative tasks as needed to support general office functions and meeting needs of United Way.

Key Responsibilities and Essential Functions:

- Provide phone and reception coverage during business hours and perform additional tasks related to office management responsibilities.
- Manage the front desk operations process effectively and efficiently. Accept requests for assistance, complete work assignments as requested and track usage for future reference.
- Coordinate completion of administrative duties which may include, but are not limited to, preparing/mailling correspondence, organizing and sorting materials and preparing files, periodic maintenance to data base/s, assembling program materials, assisting with all facets of meeting preparation, etc.

- Assist in the preparation for special functions, other meetings and events at United Way, as requested.
- Receive and process the daily mail, both incoming and outgoing pieces.
- Manage incoming deliveries by UPS, FedEx and miscellaneous carriers to ensure they are received by correct staff recipient/s.
- Manage the office supplies in the central Office Supply Closet. Monitor inventory and process orders accordingly to maintain the inventory for demands of day-to-day operations. Ensure easy access to supplies and the orderliness of the storage cabinets.
- Prepare gift bags for new hires, and work with the Office Manager to ensure items are well stocked.
- Provide support as needed with tasks associated with the management of human resources administration.
- Coordinate process for parking passes and key fobs.
- Maintain copy room supplies, such as order and restock copy paper, restock counter supplies, perform daily/weekly calibration of the color copier, oversee requests for copier maintenance, etc.
- Other duties as assigned.

Experience/Position Requirements:

- 2 - 5 years clerical support experience in a fast paced management environment preferred. Non-profit experience a plus. (AA degree may substitute for some work experience).
- Excellent communication skills, both orally and in writing, to include listening carefully and interpreting what is being asked/said by callers and visitors.
- Past work experience handling a variety of assignments at the same time.
- Demonstrated organizational and time management skills/abilities (i.e., having to establish, manage and meet deadlines).
- Ability to work independently, selecting and applying appropriate reference tools/materials to complete the project/task
- Ability to solve problems quickly and effectively.
- Ability to establish excellent rapport with co-workers, general public, volunteers and donors.
- Advanced skills in Microsoft Office, i.e., Outlook, Word, Excel and Power Point.
- Must always exhibit a professional manner and appearance.

- Ability to steadily look at a PC monitor.
- At times, the work demands physical ability to lift, push, pull, bend and stoop, picking up objects up to 15 lbs. (i.e., moving tables/chairs when setting up meeting rooms) and the ability to perform wrist/arm movements on a PC keyboard for long periods of time.

Professional Core Competencies Required:

- Mission Focused: Creates real social change that leads to better lives and healthier communities. This drives performance and professional motivations.
- Relationship Oriented: Places people before process and is astute in cultivating and managing relationships toward a common goal.
- Collaborator (Includes teamwork and communication): Understands the roles and contributions of all sectors of the community and can mobilize resources (financial & human) through meaningful engagement. Strong supporter of a team environment.
- Results Driven: Dedicates efforts to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
- Brand Steward: Understands role in growing and protecting the reputation and results of the greater network.

General Physical Requirements for Essential Functions of the Job:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit, talk, and/or hear. Continual use of the hands with wrist and finger movement using a keyboard is required. Specific vision abilities required by this job include long hours viewing a computer monitor screen. The employee may occasionally travel using personal vehicle and/or work outside normal office environment.

This description is not designed to contain a comprehensive inventory of all responsibilities and qualifications required of all team members assigned to this position. It is intended only to describe the key elements relative to each section. Also, duties and/or requirements of this position may be modified, added or deleted at any time. This supersedes all descriptions previously written for the same position. Unique equivalent skills and experience may possibly substitute for required position requirements.

United Way of Northeast Florida is an Equal Opportunity Employer and a Drug Free Work Environment.