
Job Title	Administrative Assistant
PVN ID	LA-1709-002096
Category	Clerical/Office Services
Location	LAGUARDIA C. C.
Department	Small Business Development Center
Status	Full Time
Annual Salary	\$35,000.00 - \$37,000.00
Hour(s) a Week	35
Closing Date	Feb 28, 2018 (Or Until Filled)

General Description

Program Background:

The LaGuardia Small Business Development Center opened its doors on October 2001 in response to the needs of small businesses after the 9/11 Disaster. Since then, the Center has continued to provide professional in-depth one-to-one business advisement, entrepreneurial training and business service for start-up and existing businesses in English, Chinese, Korean and Spanish. The SBDC is seeking an Administrative Assistant.

Duties & Responsibilities:

- Coordinate administrative and clerical functions in the office, prioritizing and maintaining an effective workflow in the office. Participate in recruitment and training of support staff. Provide office support.
- Manage intake and evaluation of incoming phone lines. Evaluate the calls and either direct them, take a complete message or send a message to an appropriate person. If applicable, assist the individual with a problem or request. Coordinate office mail function including deliveries and pick-ups from the CUNY mail room, UPS, Fed-Ex and other delivery services.
- Coordinate documentation for human resources including time sheets, change forms, and similar documents. Prepare correspondence and other documents while maintaining confidentiality. Process vendor invoices and other payments. Coordinate and maintain office filing system, including archiving of SBDC records and reports. Coordinate inventory/supply functions.
- Utilize and maintain familiarity with a range of software applications for data processing, document preparation, budgeting, and similar clerical functions. Test software applications prior to implementation.
- Use the Web-based data collection and management system. Oversee SBDC client feedback - refer Fair and Poor evaluations to Centers for appropriate action. Follow-up on evaluations returned to the office.
- Coordinate conflict of interest certification with new statewide employees. Assist, advise, and share best practices with clerical staff working at regional centers.
- Perform other assignments from the State Director, Associate State Director, Director of Operations or Director of Finance.

Other Duties

- Correspond with and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Complete forms in accordance with company procedures.
- Compose, and distribute meeting minutes, routine correspondence, and reports.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate business advisor or persons according to their needs.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Mail newsletters, promotional material, and other information.
- Maintain office scheduling for business advisors and event calendars.
- Make copies of correspondence and other printed material.
- Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
- Maintain paper and electronic filing systems for records, correspondence, and other material.
- Coordinate conferences, workshops and meetings.
- Learn to operate new office technologies as they are developed and implemented.
- Manage projects, and contribute to committee and team work.
- Operate and send electronic mail systems and coordinate the flow of information both internally and with other organizations.
- Order and dispense supplies.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

Qualifications

- Excellent verbal and written communications.
- Ability to develop and maintain good working relationships with SBDC staff throughout the state.
- Effective team participation.
- Proficiency in Microsoft Office; Knowledge and familiarity with a wide range of software applications.
- Effective time management.
- Effective problem resolution.
- Ability to prepare reports.
- Detailed oriented.
- Ability to work independently and as part of a team

Qualifications:

The position requires 3-5 years of administrative, operations and clerical experience in a professional office setting; Undergraduate degree preferred. Supplies management, scheduling, proficiency in Microsoft Office applications, professionalism, confidentiality, organization and time management skills, familiarity with travel logistics.

