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<b>Job Title</b>	Administrative Assistant
<b>PVN ID</b>	LA-2309-005837
<b>Category</b>	Clerical/Office Services
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Small Business Development Center
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$44,000.00 - \$46,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Apr 15, 2024 (Or Until Filled)

## General Description

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The LaGuardia Small Business Development Center (SBDC) 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 services for start-up and existing businesses in English, Chinese, Korean and Spanish. The SBDC is seeking an Administrative Assistant, who will report to the Director of the Small Business Development Center.

### Duties & Responsibilities:

- Greet visitors and callers, handle their inquiries, and direct them to the appropriate business advisor or persons according to their needs
- Screen guests, phone calls, and correspondence; determine nature of inquiry and assist as needed
- Coordinate administrative and clerical functions in the office, prioritizing and maintaining an effective workflow in the office
- Provide office support, and provide requested reports to the director
- Coordinate office mail function including deliveries and pick-ups from the mail room, UPS, Fed-Ex and other delivery services
- Prepare correspondence and other documents while maintaining confidentiality.
- Keep financial records related to office administration, including processing purchase orders, purchasing supplies and equipment, responding to invoice and reimbursement inquiries.
- Coordinate and maintain office filing system, including archiving of SBDC records and reports.
- Order supplies and maintain inventory
- Utilize and maintain familiarity with a range of software applications for data processing, document preparation, budgeting, and similar clerical functions
- 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
- Perform other assignments as needed from the State Director and/or Associate State Directors from the Small Business Development Center

## Other Duties

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- Arrange conferences, meetings, and travel reservations for office personnel.
- Compose, and distribute meeting minutes, routine correspondence, and reports
- Prepare monthly newsletters, promotional material, and other information, and post on social media.
- Coordinate with business advisors and director for success stories for newsletter
- Schedule and maintain event calendars
- Coordinate conferences, workshops and meetings in person and/or virtually using Zoom or MS Teams
- Learn to operate new office technologies as they are developed and implemented
- Arrange and assist with special projects and events
- Operate and send electronic mail systems and coordinate the flow of information both internally and with other organizations
- Proofread documents, correspondence and reports created by others
- Reviews incoming and outgoing submissions for completeness and accuracy
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

## Qualifications

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- Undergraduate degree preferred

Qualifications and Core Competencies required:

- 3-5 years of administrative, operations and clerical experience in a professional office setting
- Proficient in Microsoft Office applications
- Proficient in using social media platforms
- Proficient in using virtual meeting platforms such as Zoom and MS Teams
- Excellent verbal and written communication skills
- Ability to work independently and as a team player
- Ability to maintain confidentiality
- Ability to organize, prioritize and coordinate day-to-day projects and assignments
- Ability to communicate effectively with diverse clients and staff, providing accurate and appropriate information
- Ability to prepare reports
- Ability to organize and manage records