<u>Administrative Assistant</u>

Ensure the efficient day-to-day operation of the office, and support the work of management and other staff.

Job Duties:

Reception

- Answer general phone inquiries using a professional and courteous manner

- Direct phone inquiries to the appropriate staff members

- Reply to general information requests with the accurate information

- Greet clients/suppliers/visitors to the organization in a professional and friendly manner

Office administration

- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents

- Sort incoming mail, faxes, and courier deliveries for distribution

- Prepare and send outgoing faxes, mail, and courier parcels

- Forward incoming general e-mails to the appropriate staff member

- Forward voice mail from the general mailbox to the appropriate staff member

- Purchase, receive and store the office supplies ensuring that basic supplies are always available

- Code and file material according to the established procedures

- Update and ensure the accuracy of the organization's databases

- Back-up electronic files using proper procedures

- Provide secretarial and administrative support to management and other staff

- Make travel, meeting and other arrangements for staff

- Coordinate the maintenance of office equipment

Assist with financial management

- Use computer software to prepare invoices and financial statements

- Code and file financial material according to established records management procedures

- Process accounts payable ensuring timeliness and accuracy of information

- Process accounts receivable ensuring timeliness, accuracy of codes and appropriate backup

- Prepare accurate bank reconciliations and deposits

- Administer petty cash according to established procedures

- Assist with financial reports as required

- Month end duties as required

Qualifications:

Education

- High School Diploma
- Post-secondary education in business, computers, or office management is an asset

Professional designation

- None

Knowledge, skills and abilities

Proficiency in the use of computer programs for:

- Word processing
- Databases
- Spreadsheets
- Bookkeeping
- E-mail
- Internet

Proficiency in the use of office equipment:

- Computer
- Voice messaging systems
- Fax
- Photo copier

Personal characteristics

- Behave Ethically: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and align with the values of the organization.
- Build Relationships: Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

- Organization: Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.

- Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Requirements:

- 1-3 years of experience in an office setting

Working Conditions:

- Office environment.
- Standard work week. Daily hours 8am-5pm.

To Apply:

Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either via email at HROFFICE@hamptonu.edu or fax to (757) 727-5969:

Office of Human Resources
Hampton University
Hampton, VA 23668

**No phone calls
**Incomplete applications will not be considered