

Administrative Assistant

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*

Forms:

Visit [Human Resources – Hampton University Human Resources](#) to retrieve the educational support staff employment application and other supplemental application materials.