

**Administrative Assistant
Oregon Tilth, Inc.**

Job Description

Purpose: The Administrative Assistant's duties are to provide support to all the departments of the organization as well as provide customer service.

The duties of the Administrative Assistant cover the following areas:

A. Executive Support

1. Assist with maintenance of public information for membership
2. Assist with communication, record-keeping and documentation regarding Board of Directors
3. Provide Operations Director assistance in event planning and execution

B. Phones/Customer Support

1. Assist callers with basic certification questions
2. Direct calls to appropriate staff member
3. Manage general Voicemail calls
4. Provide Customers/Clients with Tools and Resources

C. Transaction Certificates

1. Verify all information requested
2. Complete and send to client
3. Maintain records of all certificates issued
4. Review any back-up documentation provided or requested

D. General Duties

1. Copying
2. Mailing
3. Fax correspondence and making phone calls
4. Preparing information packets
5. Filing and file organization
6. Database maintenance and data entry
7. Application/Renewal Processing

E. Office Management

1. Order office supplies
2. Maintain office equipment
3. Manage main office email – reply to email and forward to appropriate staff person

F. Special Projects – as assigned

Job Specification

The qualifications for the job of Administrative Assistant include the following:

A. Education and Experience

1. Two-year college degree or equivalent work experience

B. Computer Skills

1. Database management
2. Word Processing
3. Email and Internet
4. Spreadsheets (Excel)
5. Familiar with both Macintosh and IBM operating systems

C. Skills

1. Customer Service Skills
2. Writing
3. Organized
4. Detail oriented
5. Multi-task
6. Flexible

D. Specific Skills and Abilities

1. Ability to work as member of a team, and interface with other branches of the organization.
2. Ability to solve problems and make decisions under pressure and time constraints
3. Ability to assess and evaluate current and future work loads
4. Ability to help develop and implement new systems as required by growth and changes in the industry.
5. Ability to communicate well with clients, members, and the public to explain Oregon Tilth programs clearly and to convey their needs and concerns to Oregon Tilth.