

Job Description

Job Title: Administrative Assistant

Dept: Executive Office

Report to: Chief Executive Officer

Job Category: Full-time

Classification: Non-Exempt

Summary of Position

The Administrative Assistant provides diversified and confidential administrative and clerical support to the Executive Office and the IARU (International Amateur Radio Union.) This position plays an integral role in assuring efficient, high caliber customer service as a basic standard of the organization while maintaining overall knowledge of the organization, to be able to direct incoming traffic appropriately, as well as recognize issues that need the attention of Staff Officers. This position requires a team player who is proactive, professional, flexible, result-oriented, and comfortable in a rapidly changing environment with deadlines.

This is a full-time, on-staff, on-premises job, based in Newington, Connecticut.

Major Duties and Responsibilities

- Provide confidential administrative support to Executive staff that includes screening incoming email, publications and other correspondence; organizing, prioritizing, and responding to inquires; directing inquires to appropriate areas for response; composing and editing documents from verbal and written direction; ordering and proper distribution of awards, certificates and badges.
- Responsible for the planning and execution of complex on and off-site Board and Committee meetings, including catering and travel arrangements for Staff Officers and Board of Directors.
- Researches, collects, and prepares information for use in discussions and meetings including the preparation of assigned reports.
- Responsible for maintaining up to date web pages and online documents.
- Responsible for ensuring the quality and integrity of records both electronically and paper, including coordinating workflow for proper signatures and attestations for senior staff.
- Creates and maintains detailed procedural documents.
- May provide administrative support to department managers as necessary and perform other related tasks, duties and projects as assigned.
- Provides administrative support to the IARU including:
 - Coordinating the logistical aspects participation in international telecommunications conferences and meetings including registrations of IARU representatives and arranging any appropriate social gatherings for conference attendees.

- Working with IARU Officers and volunteers in establishing and maintaining an international, electronic, data base of government, industry and amateur contacts that may be useful to IARU in meeting its objectives.
- Working with IARU Officers and volunteers to maintain an IARU Representative Handbook.
- Working with ARRL staff to update and maintain IARU web site with content provided by the IARU.

Expectations

- Contributes to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Demonstrated ability to work under pressure and handle a wide variety of activities and confidential matters with discretion.
- Exercises excellent verbal and written communication skills.
- Ability to work both independently and in a team environment, utilizing strong interpersonal skills effectively to interact with a diverse range of people.
- Exercises superior organizational skills and foresight.
- Proactively ensures that all priorities are accomplished, and unplanned items are addressed timely and appropriately.
- Ability to complete assignments independently.
- Effectively manage multiple tasks and projects and prioritize workload.
- Exhibits the ability to take initiative, follow-through and pay close attention to detail.
- Must be able to quickly gain knowledge of the organization's operations, policies and practices.
- Applies critical thinking skills in a daily work and interactions with all contacts.
- Exercise's judgement relative to prioritization and time management.

Knowledge and Skills

- Proficient with Microsoft Office 365, Adobe Acrobat and Dropbox.
- Exceptional skills and impeccable attention to detail and accuracy.
- Ability to maintain a high level of integrity and discretion with handling confidential information.
- Detail oriented with superior organizational skills with the ability to multi-task is required.
- Strong verbal and written communication skills.
- Must be able to problem solve and troubleshoot independently, while remaining calm, accommodating, and professional.
- Excellent time management skills, ability to react with appropriate levels of urgency to situations and events that require prompt response, turnaround or to changing priorities.
- Excellent judgement and initiative are essential.
- Fluent in Spanish a plus.

Experience: Minimum of two to three years of proven administrative assistant experience.

Education: Minimum of (1) A two-year college degree or (2) completion of a specialized course of study with job specific skills acquired through on-the-job training. Bachelor's degree preferred.

Interpersonal Skills:

- The ability to be clear, specific, professional, and courteous in spoken and written communication.
- Courtesy, tact, and diplomacy are essential elements of the job. Work involves much personal contact with others inside and outside the organization for purposes of giving or obtaining information, building relationships, and soliciting cooperation.
- Must be able to interact with a diverse range of people with a high degree of professionalism.
- Desired qualities include self-confidence, intuition, flexibility, positive attitude, and diplomacy.

Work Environment: Dynamic deadline driven office environment with bi-annual weekend hours.

To apply please submit your resume and cover letter to Human Resources (hr@arrl.org).