

Professional Services Team Secretarial Assistant

June 2008

GOAL: The primary goal of this position is to support the Assistant Executive Director in a pleasant, personable, efficient manner. This person will assist in the design and implementation of processes and procedures that will enable the Assistant Executive Director to provide leadership and direction to the organization and to be highly productive in a fast paced, visible, sometimes demanding position.

JOB REQUIREMENTS: This candidate must be organized, flexible, detail oriented, professional, self-motivated, a hard-worker with excellent interpersonal and organizational skills! They must be proficient with technology and specifically with Microsoft Word and Excel. Related experience in an office environment is very desirable. This person will work under the direct supervision of the Assistant Director.

SCHOOL BASED PROGRAM COORDINATION *Responsible for all aspects of the process*

- Assist with coordination of programs, which include written correspondence, telephone contact with schools, contracts and presenters
- Maintain an ongoing calendar of all activities
- Prepare Assistant Executive Director for all presentations and facilitations (handouts, NELMS brochures and materials, directions, contact phone numbers, etc.)
- Organize outside presenters in a personable and pleasant manner
 - proper directions
 - pertinent information and paperwork
 - hotel accommodations and travel expense reports
 - proper forms
 - confirm activities and date
 - Create and maintain presenter master record/speaker/individual windows including resumes
 - Communicate as appropriate with customers (schools)
- Send contracts and letters and follow through on details
 - Confirm activities and dates
 - Ensure the return and proper filing of of signed contracts from both school personnel and presenters
 - Collect and collate (if needed) the assessment forms
 - Maintain records for school based billing (to be done in a timely manner) and communicate regularly with finance team
 - Submit stipend forms from presenters for payment
- Track and report school based program finance information monthly

ASSESSMENT REPORTS AND ARRANGEMENTS

- Assist with the scheduling of assessors
- Confirm assessment dates with all parties
- Prepare and send materials to schools prior to the assessment dates
- Type and bind all reports as directed
- Organize information for easy retrieval
 - possible assessments
 - planned assessments
 - assessments in progress
 - assessments with reports being generated
 - assessments completed

BACK-UP PHONE CUSTOMER SUPPORT/RECEPTIONIST

- Responsible for telephone answering and customer service as scheduled
- Responsible for checking faxes and distributing to the appropriate office

CORRESPONDENCE AND SUPPORT SERVICES

- Type and proof all correspondence and professional writings in a quality manner
- Respond to written or phone requests as appropriate
- Create standard letters when needed
- Maintain a professional calendar of events and the “overview” to better organize recurring activities
- Sort, tally, and copy special surveys and evaluations

GRADUATE CREDITS

- Work with the collaboratively to develop course requirement information sheets for activities such as Annual Conference, Summer NELMS, and Leadership Academies
- Coordinate all school-based course registrations, credit, and other responsibilities
- Work with collaboratively with the credit awarding college to develop procedures for grading

CEU COORDINATOR

- Organize official files of each state’s professional development plans
- Together with the Director, complete applications as appropriate
- Become highly knowledgeable of each and any new state systems
- Regularly monitor and inform the Executive Director of any changes
- Answer member questions regarding CEU issues
- Learn and use Net Forum module
- Suggest ways to improve and streamline system
- Sort, tabulate, enter data, print, mail and copy certificates
- Complete end of the year reports

ANNUAL CONFERENCE

- Assist the director with responsibilities for the Annual Conference.
- Assist with letters, schedules, and special projects
- Assist at Annual Conference

OTHER

- File all presenter resumes and information in the common office file
- Share with others the maintenance of our data base
- Provide help and miscellaneous support for other office functions when needed
- Review appropriate areas of the NELMS web site monthly and report any additions, corrections, or omissions to the web designer.
- Assist with office team tasks as needed
- Other work as assigned by the Assistant Executive Director

A RUBRIC FOR EXPECTED STAFF PERFORMANCE

The following indicators are intended to help guide the staff to establish an appropriate and collegial work environment. These, as well as indicators on individual job descriptions, identify the expected skills, tasks, and behaviors of those employed by NELMS.

Exhibit a high degree of teamwork

- Offer help to another colleague when workloads vary or other pressures present themselves
- Ask for help when you need it
- Take on responsibilities willingly
- Participate and offer suggestions and comments during team and staff meetings
- Keep a positive attitude
- See the best in each other, and always work well together
- Be pleasant and smile, don't hold grudges or avoid needed conversations
- Be inclusive and inviting when groups get together

Make suggestions and share ideas to improve NELMS

- Offer suggestions to improve NELMS' systems
- Interact with colleagues and ask for suggestions
- Take responsibility for actions and deeds
- Consider and try suggestions from others regarding new ways of working

Strive for quality and continuous improvement

- Make suggestions for quality improvements
- Strive for quality in individual work
- Offer quality service to members and to each other
- Offer to help colleagues who are having difficulty

Exhibit strong communications and problem solving skills

- Being polite and respectful
- Bring problems and possible solutions to the forefront
- State what you like and what needs to be improved
- If you have a problem or concern with a colleague, address it with the person directly

25 hours per week, hours per day TBD, 52 weeks, benefits as outlined in "Staff Employee Policy Book"