

## GOODWILL EASTER SEALS OF THE GULF COAST

### Job Description

**TITLE:** Community Relations Assistant      **DATE WRITTEN:** 02/2012  
**DEPARTMENT:** Administration      **SUPERVISED BY:** Executive Assistant to CEO  
**SUPERVISES:** n/a      **STATUS:** Full-Time, Hourly

**Mission Contribution:** Demonstrates the Mission of the agency by being the voice and first contact for callers and guests at the Administrative office. Explains the Mission, services and programs of the agency to internal and external customers.

**Function:** To answer the telephone and direct calls, greet and provide information to visitors, create marketing collateral while providing administrative support to all departments within the agency.

#### Essential Functions:

1. Provide exceptional customer service by consistently demonstrating enthusiastic, positive and effective greeting and assistance to callers, visitors and coworkers.
2. Conveys clear and accurate information regarding GES Mission, services, programs, staff and locations to internal and external customers.
3. Receives and routes switchboard calls utilizing computerized voice mail system for all incoming lines.
4. Takes and delivers messages accurately utilizing voice mail system or written messages as necessary.
5. Creates, types, and modifies documents on computer utilizing Microsoft Office (Word, Excel, Publisher, PowerPoint, and Outlook) software accurately; Providing timely correspondence, memos, reports, flyers, brochures, signs and other data for office staff and accounting department as needed.
6. Prepares responses to correspondence with routine inquires.
7. Uploads to Constant Contact, maintains database of contact names and creates newsletters.
8. Prepares and logs incoming receivables; receives and directs incoming and outgoing mail, daily.
9. Routes visitors to proper destination adhering to established security procedures.
10. Maintains files, form book and sales book as necessary.
11. Initiates new employee set up for GS sign out board, mailbox, and phone directory.
12. Submits orders for employee business cards and name plates upon V.P. approval.
13. Processes telephone orders and payments for ornaments.
14. Makes copies, transmits and receives facsimiles, and applies postage to outgoing mail.
15. Prepares, tracks, signs for, and distributes UPS/FedEx and USPS mail and packages.
16. Coordinates and maintains the schedule for meetings for Administration Building.
17. Coordinates and maintains reservation log for company vehicles.
18. Maintains inventory and orders office supplies.
19. Arranges for the repair and maintenance of office equipment.
20. Prints, cuts, and folds flyers, brochures, and documents using folding machine and paper cutter for all departments.
21. Updates agency telephone list and distributes as needed.
22. Distributes and receives employment applications and EEOC forms.
23. Assists all staff personnel in any clerical or computer needs.
24. Keeps reception area and copy room neat, organized and hazard free.
25. Maintains and updates bulletin boards in the mailroom and break rooms of Admin Building.
26. Acts as a positive role model for employees in all aspects of professional performance.
27. Observes safety procedures and personnel policies and ensures compliance by accounting staff.
28. Regular attendance is required.
29. Other duties as assigned.

**Skills, knowledge and abilities:** (these are required to enable job holder to perform the essential functions of the job).

1. Must be able to interact cordially and productively with a variety of people.
2. Must demonstrate patience, professionalism and composure when dealing with dissatisfied or irate customers.
3. Must be able to market Goodwill Easter Seals and explain the mission to the general public.
4. Ability to use office equipment including VoIP telephone system, computer keyboard by touch, calculator, copy machine, facsimile machine, document folding machine, credit card machine, and postage machine.
5. Must be proficient in using Microsoft Office Suite including Word, Excel, Publisher, PowerPoint, and Outlook with advanced features (calendar, calendar sharing, etc.).
6. Must be able to design flyers, brochures, banners, signs using a variety of file formats including jpgs, pdfs and gifs.
7. Must be proficient with Mail Merge functions and printing.
8. Must be able to take initiative and make decisions with little supervision.
9. Must possess great organizational, communication (telephone, in-person, email) and interpersonal skills.
10. Must be extremely detail-oriented.
11. Must be able to upload to Constant Contact, maintain database, and create newsletters.
12. Must be able to coordinate interactive marketing tools including Facebook and Twitter.
13. Must be able to keep information confidential in all aspects of client, staff and agency information.
14. Must be able to read, write and communicate clearly in English.
15. Must be able to maintain an effective working relationship with, and among employees.
16. Must be able to work a flexible schedule between the hours of 8:30am – 5:00pm, M-F.
17. Ability to function in a hectic work environment with occasional periods of high stress.
18. Must be able to use hands, fingers and wrists, repetitively while using computer keyboard and adding machine.
19. Must be able to sit for prolonged periods of time.

**Experience and Education Requirements:**

- High school diploma or GED required.
- Two years experience as administrative assistant.
- Experience in Microsoft Office including Word, Excel, Publisher, PowerPoint and Outlook.
- Must have a pleasant telephone voice and demeanor.
- Must have experience with Mail Merge and printing.
- Must have experience with computerized telephone system.

**Working Conditions/Hazards:**

Adequately lighted and ventilated building.

**Critical Performance Factors:**

1. Assures that Customer Service standards are met with internal and external customers
2. Greet customers within 10 seconds and answer calls before three rings
3. Accuracy and timeliness of clerical tasks requested
4. Knowledge about agency programs and services and whom to direct requests for additional information
5. Ability to communicate and respond to questions about the agency accurately, in a friendly manner

*I have read and understand this job description. I have discussed this job description with the supervisor/manager who interviewed me. If offered this position, I will be able to perform the essential functions of this position with or without accommodation.*

**Employee/Applicant:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Supervisor/Manager:** \_\_\_\_\_ **Date:** \_\_\_\_\_