College
Office of Human Resources

JOB DESCRIPTION

Title:  Administrative Assistant/Receptionist

Department: Advancement Operations  Reports to title: Advancement Operations Manager and Associate Director of the Amherst Fund

Full Time: ☑ Part Time: _______ Date Prepared: 7/1/2019

Job Group & Level: AO3  Regular Daily Work Schedule: 8:30 to 4:30

Pay Type: Weekly ☑ Monthly _______ Months Per Year: 12 ______ Hours Per Week: 35____

(Summer Months) Months Per Year: ______ Hours Per Week: ______

1. Summary of Position:

Reporting to the Advancement Operations Manager, the Administrative Assistant/Receptionist serves as receptionist for Smith House, as well as an assistant to the Associate Director of the Amherst Fund. Provides reception to alumni, parents, students, faculty and external constituents. Coordinates administrative work for Amherst Fund volunteers including preparing packets and reports. Serves as back up for Operations Manager processing expense reports. Manages the office including processing mail, ordering supplies, and acting as liaison with facilities and outside vendors. Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

CLASS BASED DUTIES (35%)

• Prepares packets and reports for Amherst Fund volunteers.
• Orders supplies for packets and mailings.
• Prepares fund raising mailings and email blasts.

BIOGRAPHICAL DATA ENTRY (20%)

• Enters a variety of biographical data including but not limited to address changes, email addresses, marital status, children, and employment.
• Manages and processes all returned mail for advancement, determining appropriate action for each item. Seeks updated, completes or confirms information via online research, using existing data search tools.
• Assists with data entry projects such as cleaning up data, entering contacts and remarks, cleaning up duplicate records, etc.
• Provides reports, querying data as requested by the Associate Director of the Amherst Fund.
• Assists with requests for information or reports from Amherst Fund volunteers.
• Enters contacts/remarks/volunteer information into database.

RECEPTION (15%)  
• Answers caller’s basic questions and forwards other calls to appropriate people.
• Distributes faxes and mail including sorting gift mail to streamline the gift entry process and processing biographical updates on solicitation slips and checks.
• Arranges for reception coverage during lunches and planned absences, coordinating with other administrative staff as back up.
• Provides training for the staff who help with reception coverage.

OFFICE MANAGEMENT (10%)  
• Manages the office including contacting facilities, and communicating with staff and vendors for printer/copier repairs.
• Maintains supplies and development publications.
• Collects weekly time sheets and submits to Controller’s office.
• Assists in maintaining calendars scheduling Bliss Room, events, travel and vacation.
• Manages office expenses including processing bills and reconciling office credit card.
• Processes reimbursement expenses as backup to Operations Manager.

5% Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.
3. **Internal-External Interaction/Communication:**

Straightforward operational interactions/communications & collaboration across the College and outside the College including vendors.

---

4. **Education:** (include certifications and licenses)

   **Required:** High School Diploma or equivalent

   **Preferred:** Associate’s Degree

---

5. **Experience:** (List specific skills necessary to perform this job)

   **Required:**

   - 1-3 years of related experience
   - Attention to detail
   - Strong organizational, time management, interpersonal, and written and verbal communication skills
   - Ability to take initiative, work independently and collaboratively
   - Proficient in Microsoft office and ability to learn new software
   - Commitment to or experience working with a diverse community

   **Preferred:**

   - 3-5 years of office experience

---

6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

   Office environment: sitting and standing; lifting, carrying, pushing and pulling up to 25 pounds (e.g., supplies, boxed stationery or binders); and repetitive motion including fingers, hands and wrists, visual – normal concentration

---

7. **Decision Making:**

   Routine decisions are made daily; some decisions are arrived through consultation with supervisor or other colleagues, while others are made independently. Employee plans and arranges own work, referring unusual cases to supervisor or others. Considerable discretion is necessary in the disclosure of biographical information. Some independence of action within stated guidelines and creativity required to respond to a variety of inquiries. Exercises sound judgment when communicating with key volunteers and board members.

---

8. **Supervision Exercised/Received:**

   Receives minimal supervision from Advancement Operations Manager as well as the Associate Director of the Amherst Fund.

   Position is responsible to hire, train, and supervise 1-3 student workers and their projects.
Supervisory Responsibility: Yes ________ No ✔ ________

Number of Employees Supervised: __