

**Cross County Connection Transportation Management Association**  
**Position Description**  
**April 25, 2017**

**Title:** Administrative Assistant 2

**General Characteristics:** The Administrative Assistant 2 position provides office services by implementing administrative systems and procedures. The Administrative Assistant 2 works positively towards organizational goals, under general direction from the Executive Director and Office Manager. The Administrative Assistant 2 also works closely with the Administrative Assistant 1.

**Typical Duties and Responsibilities:** Typical duties of the Administrative Assistant 2 position include, but are not limited to, the following:

- Work with the Office Manager and Administrative Assistant 1 to maintain general office and equipment maintenance.
- Work with the Office Manager and Administrative Assistant 1 to maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and verifying receipt of supplies.
- Maintain the inventory of print materials, keeping the storage area stocked and well-organized and informing management when materials need to be reordered.
- Prepare and pack materials needed for outside events and distributions in a timely manner.
- Work with Marketing Outreach Specialist to prepare, mail and/or pack materials needed for the Safe Routes to School and general school programs and special events.
- Complete mailings, package preparation and delivery.
- Coordinate and complete the entire process of a bulk mailing, from copying materials, to preparing the mailing, to delivering it to the post office with correct paperwork.
- Maintain calendar for management and staff.
- Receive, log-in and distribute mail upon receipt.
- Answer, screen and transfer inbound phone calls and provide customer service to commuters looking for further assistance.
- Receive, screen and direct visitors and clients, and arrange amenities for guests.

- Research and obtain quotes for large purchases for the organization, preparing a comparison spreadsheet as necessary.
- Handle office-related errands and interact with Executive Committee and Board of Trustees members.
- Monitor Cross County Connection's general email address and general voice mailbox.
- Monitor traffic websites for incidents and prepare alerts as necessary.
- Prepare monthly and quarterly reports for invoices as applicable.
- Maintain an effective and updated central filing system and library system.
- Place calls to contacts as requested, updating and gathering information as necessary.
- Schedule and coordinate meetings, appointments and travel arrangements for managers and staff.
- Relieve management and staff of administrative detail, all projects.
- Complete general clerical duties including photocopying and fax.
- Maintain procedures manual to ensure consistent performance of routines.
- Participate in company staff meetings and attend other meetings and seminars.
- Other duties as assigned.

**Position Requirements:** The Administrative Assistant 2 position includes, but is not limited to the following position requirements:

- Graduation from high school or its equivalent and a minimum of one (1) year experience in an office, or an equivalent combination of education and experience.
- Working knowledge in computer applications such as Microsoft Access, Word, Excel, Outlook and internet research.
- Knowledge of operation of standard office equipment.
- Knowledge of clerical and administrative procedures such as record keeping and database maintenance.
- Strong typing, writing and oral communication abilities.
- Excellent customer service and interpersonal skills, including the ability to maintain effective working relationships with others.
- Ability to complete a variety of assignments ranging from those which are routine in nature to those which are more challenging and to prioritize projects.
- Attention to detail and effective organizational skills.

**Physical Demands:** The Administrative Assistant 2 is expected to type; answer phones; lift (light duty) and/or move office supplies (including paper for the copier); lift (light duty) and/or carry materials (including displays) for transportation fairs; lift (light duty), move and unpack/pack print and marketing materials; and have the ability and vehicle to transport materials and run office errands.