



STAFF JOB DESCRIPTION

Administrative Assistant, NRCA University

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| JOB TITLE | Administrative Assistant, NRCA University |
| NRCA MISSION & SCOPE | The Mission and Vision of NRCA is advanced through member service and staff support in the focus areas of Advocacy, Education and/or Certification, Membership Growth, Safety and Technical Support. NRCA University is the education/workforce development arm of the association. |
| JOB SUMMARY | As part of NRCA's education team, this position is responsible for administration and customer service, specifically helping customers to troubleshoot online program concerns, managing class logistics and webinars, and other administrative responsibilities as they arise. In addition, this position manages office supply inventory for the department. |
| Reports To: | Director, NRCA University Administration |
| Supervises: | N/A |
| ESSENTIAL FUNCTIONS % OF TIME | <p>Customer Service (40%)</p> <ul style="list-style-type: none"> • Provides proactive and reactive assistance with online programming • Works in NRCA's database to help clients and provide documentation for the association <p>Administration (60%)</p> <ul style="list-style-type: none"> • Handles education program logistics <ul style="list-style-type: none"> ○ Prepares class materials for contract and public classes, including handouts, binders, rosters and certificates ○ Makes sure checklists are accurate and current ○ Packs and ships items as needed ○ Prepares payment forms and invoices ○ Summarizes evaluations and other post-class administrative details ○ Files details before and after events ○ Host events (be present to troubleshoot) periodically • Manages webinar setup • Maintains electronic organization of files • Manages department office supplies • Miscellaneous • Any other duties as necessary |
| PERFORMANCE INDICATORS | <ul style="list-style-type: none"> • Progress toward attainment of department and/or personal goals • Positive, professional communication with staff within and across departments • Compliance with organizational standards/specs and consistency across deliverables • Ability to meet deadlines • Accuracy in work product • Current, up-to-date knowledge/proficiency in area of responsibility |



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| WORKING ENVIRONMENT | <p>Physical:</p> <ul style="list-style-type: none"> • Cubicle • Hybrid office/virtual • Use of technical equipment, i.e., computer, printer, photocopier • Work schedule is 37.5 hours per week with regular hours—night or weekend hours infrequently required in order to meet deadlines • Periodic travel • Ability to read, keyboard, comprehend printed and digital materials, and converse <p>Mental:</p> <ul style="list-style-type: none"> • Moderate interruptions • Moderate noise • Deadline driven • |
| TECHNICAL SKILLS & QUALIFICATIONS | <ul style="list-style-type: none"> • Intermediate proficiency in Office 365 • Aptitude and interest in learning technology systems • Ability to produce high quality, accurate work • Detail oriented and organized • Ability to work with multiple teams and personalities |
| REQUIRED BEHAVIORAL COMPETENCIES | <ul style="list-style-type: none"> • Fosters teamwork by interacting professionally across departments • Fosters diversity • Exhibits professional oral and written communication • Takes initiative to keep programs and projects operating smoothly • Takes personal accountability for one’s work |