



## **Administrative Assistant**

*A full-time position based out of the Asheville office*

### **Purpose**

The overarching goals of the Administrative Assistant are:

- To ensure an office environment of warm hospitality & excellent customer service.
- To serve as office receptionist and first point of contact for client inquiries.
- To provide administrative support to the Executive Director and program staff.
- To manage building facilities.
- To support MBW with system and operational management.

### **Location**

This position is based out of the Asheville office, however during the COVID-19 pandemic, the position should be prepared to also work remotely if required by public health guidelines or company policies.

### **Key Responsibilities**

- **Administrative Support**
  - Function as administrative assistant to the Executive Director and provide additional administrative support for Mountain BizWorks staff as available.
  - Assist with data entry in the customer relationship management system (Salesforce), spreadsheets, and other systems.
  - Retrieve information as requested from records, email, minutes, and other related documents; creates reports or written summaries of data when needed.
  - Coordinate and schedule travel, meetings, and appointments for managers or supervisors.
  - Serve as secretary to the Board of Directors – including taking board minutes and facilitating routine communications and mailings, providing administrative support for sub-committee meetings, and offering hospitality.
  - Take the lead role on administrative special projects.
  - Maintain a keen eye for opportunities to increase operational efficiency and effectiveness across the organization.
  - Assists as needed with organization-wide events.
- **Office Management & Guest Services**
  - Coordinate MBW's office and room reservation system and reservations for other MBW shared resources including training laptops, cameras, tabling kit, and the company car.
  - Assist with classroom setup and clean up.
  - Answer and transfer phone calls, screening when necessary, and respond to voicemail messages promptly and courteously.
  - Communicate general information to clients and the public about Mountain BizWorks services and business resources.
  - Welcome, screen, and direct visitors and clients to appropriate staff.
  - Maintain files related to office management, systems, maintenance vendors, and assist with organization of the shared common drive.



- Maintain office supplies and training materials, and coordinate maintenance of office equipment. Track inventory of office supplies and place orders when necessary.
- Maintain a professional appearance of the office by providing a neat, organized, and up-to-date atmosphere.
- Oversee the process of providing security and building access to new staff and approved consultants.
- Coordinate building maintenance, janitorial services, office equipment usage and maintenance, and upkeep of company vehicle.
- Provide communication and staff training for office procedure, security and safety procedures and facility use.
- Analyze and set up systems to improve the workflow of the office – inventory, filing, storage, etc.- and manage the Office Manual.
- Assist with office and staff IT requests, technology maintenance and upgrades.
- Provide basic technology support for class facilitators and other classroom users.
- Perform other related duties as assigned.

#### **Qualifications and Experience**

- A high school diploma or equivalent with at least two years of administrative or related experience.
- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Interest in the Community Development Financial Institution (CDFI) field.
- Proactive, warm, and welcoming, professional presence – by phone and in person.
- Commitment to creating a sense of hospitality and service in all aspects of daily work.
- Ability to prioritize the urgency of competing requests and take charge to meet deadlines.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong computer proficiency including but not limited to Word, Excel, PowerPoint and Google Drive. Additional database experience is a plus.
- Understanding of clerical procedures and systems such as recordkeeping and filing.
- Ability to work independently.
- Ability to receive and seek out supervisory direction when needed.
- Familiarity or fluency with small business topics is a plus.
- Spanish language skills are a plus.

**Reporting Relationship:** Reports to Executive Director

**Pay:** Full-time, Salary

**FLSA Classification:** Non-Exempt

Please send application to [alan@mountainbizworks.org](mailto:alan@mountainbizworks.org).