

Upper Delaware Council Administrative Support Position Description

Position Summary

The Administrative Support provides a wide range of administrative and clerical support to Council staff, Council representatives, and the non-profit organization itself. The position often requires contact over the telephone and at meetings with local, state, and federal officials, news media, and the public. The position requires tact and discretion in the execution of duties and responsibilities, as well as good communication and organizational skills.

Relationship to Others

The Administrative Support reports directly to the Executive Director and the position is evaluated jointly by the Executive Director and the UDC's Personnel Subcommittee. Direction is provided through informal discussions or written instructions. It is important to maintain a good working relationship with the other staff and Council members. The Council maintains an "at will" employment relationship with all staff.

Job Requirements/Skills

The Administrative Support must have three years of working experience in a business office, or a combination of working experience and secretarial education. This includes taking meeting minutes, acting as a receptionist, answering telephone calls, typing, data entry, file maintenance, and the operation of office equipment. Experience in website maintenance, social media posting, special events logistics, and grants-writing and administration will be a plus. Experience in the use of networked hardware and software in an office environment is essential.

The position requires knowledge regarding the use of office equipment such as personal computers (desktop and laptop provided), scanners, recording devices, a copier, and a postage meter. It also requires competence in video conferencing (Zoom platform) and using computer software for database management including a newsletter mailing list, word processing, communications, and spreadsheets. Microsoft Word, Office, Excel, Adobe, and WordPress are the primary software programs used.

Typical Activities

Provide clerical/administrative support to the Council, its committees and staff, to include:

- Maintain a daily presence in the office, with flexibility for time off and meeting attendance.
- Attend and work at all meetings of the full Council and its committees (regularly three times per month) and any special meetings as assigned. Most meetings occur during weekday evening hours. On rare occasions, weekend work for public affairs functions will be necessary. Meetings are regularly scheduled on the first Thursday (7 p.m.), third Tuesday (6:30 p.m.), and fourth Tuesday (6:30 p.m. and 7:30 p.m.) of each month. Hours are adjusted accordingly by the employee to not exceed 80-hours per each two-week payroll period.
- Draft meeting minutes based on detailed note-taking and use of a digital voice recorder and/or Zoom file and transcript. Assure the accuracy and comprehensive content of the minutes before presenting them for review by the Executive Director and the dissemination, bound archival storage, and on-line posting of the approved minutes.

- Prepare and disseminate meeting agendas and publicity notices in consultation with the Executive Director.
- Assemble and copy meeting materials and handouts. Collate meeting packets and arrange set-up of conference room. Scan the meeting materials that comprise the packet and email the file to members prior to the meeting. Oversee videoconferencing platform for virtual participation.
- Obtain needed signatures on letters, resolutions, documents, forms, and checks.
- Assist with staff updates to the UDC website at www.upperdelawarecouncil.org using the WordPress Content Management System, including maintaining an electronic archive of meeting minutes, making changes as necessary, and posting Partner News articles and photos.
- Act as receptionist to greet members and visitors; answer incoming telephone calls; handle, transfer or take messages for the appropriate staff member.
- Assist with implementation of public affairs programs, including conferences, workshops, a limited number of festival booths, the annual awards ceremony, annual family raft trip, and annual Upper Delaware Litter Sweep. These tasks generally include issuing invitations, accepting reservations, maintaining guest lists, handling payments, staffing registration tables, and providing logistical coordination.
- Take outgoing mail to the post office. Collect, sort and process daily mail for staff review, including routing of bills and financial data to the bookkeeper.
- Maintain a master filing system for all Council-related documents and records. Avoid excessive paper clutter by scanning documents for electronic filing.
- Maintain various contact lists, mailing labels, a media directory, and address changes to the UDC newsletter database. Assemble UDC orientation packets as needed.
- Arrange for the maintenance and repair of Council equipment and make recommendations on any issues regarding the building and grounds to the Operations Committee.
- Maintain an adequate inventory of office supplies and order as necessary.
- Participate in and take notes at monthly staff meetings during daytime work hours to discuss agendas, schedules, and upcoming projects.
- Provide staff assistance by handling photocopying tasks and hard copy mailings.
- Type letters, memos, and reports as requested. Edit work products for correct spelling, punctuation, grammar, and sentence structure.
- Respond to or appropriately route requests for information and literature, including from the info@ email address on the UDC website.
- Maintain the office master calendar with all staff and Council activities.
- Coordinate the scheduling or rescheduling of meetings when necessary and notify persons affected by any changes, including members and the public via the website and media alerts.
- At the direction of the Executive Director, research and compile information for use by any of the staff.
- Ensure efficient management of day-to-day operation of the business office.
- Perform all other office functions and duties as may be required.

Salary and Benefits

The hourly rate salary for this position will be commensurate with experience and qualifications. Increases for future fiscal years will be negotiated upon successful Probationary and Annual Performance Appraisals by the Executive Director and Personnel Subcommittee. Compensation for reasonable business expenses incurred for authorized travel with a personal vehicle to conduct UDC business away from the office will be reimbursed at the IRS standard mileage rate.

Benefits include standard Social Security, workers' compensation, unemployment, disability, and Paid Family Leave insurance. Educational leave and training are negotiable. All federal holidays are observed with office closures. Administrative leave is provided for adverse weather or hazardous driving conditions, jury duty, and emergencies.

Health Care: Effective after 3 months (90 days) of employment, the Administrative Support will receive on a non-contributory basis eligibility to subscribe to medical, dental, and vision care health insurance plans on an individual basis. The cost for optional coverage of any dependents will be borne 100% by the employee.

Retirement: Effective after 6 months (180 days) of employment, the UDC shall contribute to an employee-designated individual retirement account at a rate of \$6.00 per \$100.00 of gross salary contributed by the employee, up to a maximum of \$2,000.00 per year.

Vacation Leave: Effective after 6 months (180 days) of employment, the Administrative Support will be entitled to 5 days (40 hours) of vacation leave. Additional benchmarks are: 10 days after 2 years; 15 days after 5 years; and 20 days after 15 years. Upon termination of employment other than for misconduct, vacation leave shall be paid at the salary rate then in effect. Accumulated vacation leave is capped at and may not exceed a total of 30 days.

Sick Leave: Sick leave is accrued at the rate of one day (8 hours) per month which may be carried over if unused at the end of the year. Upon termination of employment, no compensation shall be provided for unused sick leave.

Personal Leave: Three days (24 hours) of personal leave are allowed per calendar year (Jan. 1-Dec. 31) per employee. Upon termination of employment, no compensation shall be provided for unused personal leave.

Hiring Procedure and Begin-Work Date

Applications will be solicited through advertisement in local newspapers and employment listings. Candidates for the position will be screened for their qualifications, as defined in this position description, by the UDC Personnel Subcommittee, and then for their knowledge, skills, and ability. The best qualified candidates will be selected for personal interviews. The Personnel Subcommittee will make an offer to the best qualified individual.

The starting date for the person hired will be _____ (to be determined). The dress code is business casual. Regular Monday to Friday hours with a 30-minute lunch break will be confirmed upon hiring. The candidate may begin work upon execution of an employment agreement with the Council. The agreement will include the following items:

1. A clear description of the duties and responsibilities of the employee.
2. A clear description of the duties and responsibilities of the Council.
3. A schedule of salary and benefits.
4. A description of the Staff Performance Appraisal criteria.

The Upper Delaware Council is an Equal Opportunity Employer M/F. It is the policy of the Upper Delaware Council to employ persons without discrimination based on age, race, creed, color, national origin, sex, or marital status.