

POSITION DESCRIPTION

Job Title:	Administrative Assistant / OTAC Training Coordinator		
Department/Program:	Administration	Reports To:	Executive Director
Location:	Salem	Travel Required:	Occasional local travel
Salary Range:	\$16.00 - \$19.00 / hour	Position Type:	Full-time; Non-exempt
Positions Supervised:	0	Management Team:	No

Position Summary

The Administrative Assistant / OTAC Training Coordinator organizes various communication activities and supports the OTAC team to set up and promote educational training events and informational presentations. The person in this role also provides general administrative support for the organization as needed to meet the needs of internal and external customers including program staff, management team, board and committee members, members, donors, families, customers, disability professionals and other constituents and stakeholders. The position reports directly to the Executive Director but effectively serves all teams across the organization.

General Expectations

- Perform duties in a manner that represents the accepted values in the field of disabilities and supports the mission and vision of the organization
- Exhibit a positive attitude toward job duties, coworkers, and customers
- Exhibit cultural sensitivity and respect the perspectives of coworkers, customers and all others whom you interact with as an employee of The Arc Oregon
- Be an active contributor to your team and collaborate on a consistent basis with other teams throughout the organization
- Demonstrate initiative, creativity and self-direction in fulfilling job responsibilities
- Remain knowledgeable and updated on trends and issues relating to persons with disabilities
- Positively and professionally represent The Arc Oregon and its programs to the public, building constructive working relationships with service vendors, project funding sources, community agencies and other service recipients
- Routinely contribute ideas and suggestions to improve services and/or operations
- Maintain open communication with supervisor and co-workers regarding assigned duties and potential challenges
- Perform all duties in a timely, accurate and thorough manner
- Maintain a current Outlook calendar and communicate scheduling challenges with Supervisor
- Conduct business in a manner that is consistent with all policies and procedures of The Arc Oregon and its programs
- Seek out, and participate in (as approved by Executive Director), continuing education and professional development opportunities necessary to maintain required certifications or

credentials, as well as enhancing general knowledge and skills related to assigned job duties and topics related to your area of expertise

- Maintain regular attendance at all scheduled internal meetings and participate in assigned workgroups or committees as approved by Executive Director
- Communicate with supervisor to understand tasks and deadlines
- Understand the importance of confidentiality and maintain strict confidentiality standards at all times
- Follow The Arc Oregon’s policy related to proprietary information and report any known breaches of copyright infringement to the Executive Director

Specific Responsibilities

Training Coordination:

- Coordinate with Program Director and Project Managers to schedule and plan for training events as requested: reserve location; plan and order refreshments; prepare materials, handouts and supplies; coordinate other meeting logistics including ensuring instructors have information they need to deliver trainings.
- Participate in OTAC and ISP Team meetings.
- Collaborate with the Operations Support Director to set up and manage online training events, modules, and registration forms
- Monitor training email box and respond to or route messages to appropriate team member(s)
- Maintain current and accurate database of information about training venues
- Monitor training event registrations for duplications, missing information, and low event registrations
- Process training registrations, following up with participants as necessary to confirm registration and payment
- Schedule and/or send reminder emails to registered participants
- Maintain attendance records for training events – update database, scan and save attendance documents and evaluations
- Double-check data entry of training evaluations
- Maintain waitlists for training events
- Schedule and/or send follow up emails after events as needed
- Attend local training events to assist with onsite check-in as needed
- Provide IT support for training events as needed and in coordination with Operations Support Director
- Check in with team members prior to scheduled trainings to confirm need for assistance in preparing and/or distributing training materials
- Collaborate with OTAC Program Director to draft and send training announcement emails and coordinate digital promotions of training events
- Support logistical planning and IT needs for Gathering and State Convention events
- Organize and maintain trainer kits

General Administrative Support:

These duties may be performed as needed to support administrative assistant(s):

- Answer phones and respond to questions, route calls to team members, and assist people to access programs and services
- Perform general clerical duties such as photocopying, faxing, mailing, scanning, filing, and data entry
- Create and maintain documents, forms, and spreadsheets
- Assist in maintaining organized physical and electronic filing systems for various programs, projects, and general business operations; purge files and documents as needed pursuant to the approved Document Retention policy and procedures
- Research competitive pricing and order supplies and services as approved by the Administrative Services Manager, Executive Director, or other person with approval authority
- Monitor social media channels of local, state, and national partners to share relevant information with The Arc Oregon followers
- Track social media and email engagement and regularly report results to the Leadership Team
- Respond to messages received via various media channels, or seek out responses from appropriate team members
- Oversee the organization and maintenance of marketing kits and information packets
- Maintain neat and organized personal and shared office space(s) and supply areas
- Perform accounting support duties as directed by the Administrative Services Manager, which may include: taking deposits to the bank, maintaining incoming check log, taking server drives to safe deposit box
- Develop and maintain working knowledge of all programs, services, and projects of the organization in order to effectively field incoming questions and support requests
- Support preparations for Board and Board Committee meetings held in the office, including preparation of information packets and coordination of food orders
- Other duties as assigned, requested or required to support projects, programs, and the organization as a whole

Required Skills, Experience & Expertise

Any combination of the following education, experience, and/or training that would likely provide the required knowledge and abilities to perform the duties of the position

- High School Diploma or GED. Two-year degree in business/office administration or marketing preferred
- 3 years' experience in an administrative support or otherwise related role
- Preferred skills and experience:
 - Prior experience coordinating trainings or other large events.
 - Attention to detail and ability to multi-task
 - Office management and organizational skills
 - Experience in and/or knowledge of disability systems and services
 - Experience in and/or knowledge of online training platforms
 - Experience in and/or knowledge of WordPress
 - Experience with graphic design, marketing, and/or social media management
- Employee should have:

- Strong organizational and time management skills, including the ability to prioritize multiple tasks and projects
- Excellent written and verbal communication skills
- Working knowledge of Microsoft Office Suite programs
- Ability to learn new software programs as needed to perform duties
- Ability to work in a team environment which includes taking direction as well as working independently and collaboratively

Working Conditions

- Duties are typically performed in a variety of environments including:
 - General office setting during traditional office working hours (8:30 a.m. – 5:00 p.m., Monday – Friday).
 - Evening/weekend work is not anticipated but may be required under special or unique circumstances
 - Off-site locations as necessary to participate in meetings, participate in continuing education opportunities, and attend conferences or other events
- This position requires some travel to sites within daily commuting distance to complete banking and other administrative tasks
- Use of private vehicle is required - Employee must have a valid driver’s license, good driving record, and required insurance coverage, or provide an acceptable alternate method of transportation
- An approved criminal history check is required

Acceptance

Employee Name

Signature

Date