

Job Description

Administrative Assistant/Receptionist



General Position Summary:

Office assistant to support overall administrative functions of the organization. Responsible for managing phone center and answering main phone line. Duties include receptionist tasks, data entry, and providing administrative assistance to department heads as needed. Includes managing routine duties as well as special projects.

Responsibilities include:

- Tasks as requested and directed by department managers and directors.
- Answering calls, taking messages, forwarding calls, greeting visitors, as appropriate.
- Data entry.
- Management of correspondence (including thank-you notes), scheduling volunteers, maintaining files and logs, generating reports, ordering supplies.
- Filing, copying, and collating documents.
- Maintaining adoption statistics reports.
- Assisting with special projects as needed.

Specific Job Skills:

- Ability to work courteously and cooperatively with volunteers, staff, and the public.
- Strong interpersonal skills – outgoing, patient, professional, and able to get along well with variety of people.
- Strong written and oral communication skills.
- Ability to meet deadlines.
- Proficiency in Microsoft Windows and Office applications, especially Word, Excel, and Outlook. Comfortable learning and using online information systems.
- Outstanding organizational and clerical skills.
- Strong data entry skills and comfort with computers.
- Flexible and enjoys handling a variety of tasks.

Educational Requirements: High school graduation, plus two years of public contact work or volunteer experience, preferably working with animals.

Availability: NHS is open seven days a week, as animals need daily care. Availability and a willingness to work a flexible schedule are a plus.

Department: Administration

Exempt/Non-Exempt: Non-exempt, full-time position; must be at least 18 years of age.

Immediate Supervisor: Executive Assistant