

***HEARTBEAT INTERNATIONAL***

**Job Description**

**TITLE:** Office Assistant 2 (Fulltime, Non-Exempt)  
**DEPARTMENT:** Mission Advancement  
**REPORTS TO:** Vice President, works under the direction of the Administrative Assistant  
**WAGE:** \$9.00 - \$9.60 an hour depending on experience  
**START DATE:** April 26, 2010

**SUMMARY**

The Office Assistant II performs clerical and basic secretarial tasks to support general office operations and administrator. All tasks and responsibilities are performed in accordance with and to promote Heartbeat International's (HB) pro-life mission and vision and its Christian core beliefs and core operational values.

**PRIMARY RESPONSIBILITIES**

Approximately 70% of the employee's time will involve the accurate and timely performance of at least three of the following tasks and responsibilities. The percentage of employee time spent on each task will vary.

1. Communication: Answer phones, retrieve voice mail messages and email, greet visitors, transfer calls and information, screen calls and other communication. Receive, sort and distribute mail, including facsimiles and e-mail. Communicate cooperatively with other staff, the various HB constituencies, and the general public to obtain and receive information. Communicate with staff, callers, and visitors in a way that encourages and promotes an office atmosphere that is supportive of HB's mission, vision, core beliefs, and core operational values, including sharing the Gospel and prayer when appropriate.
2. Mailings. Process mailings including bulk mailings. Organize materials for most efficient process, insure appropriate materials are included, affix labels, copy or oversee copying of materials (in-house or outsourced), insert materials, prepare for appropriate form of mailing, and ensure timely mailing
3. Copy, fold, insert, and assemble materials.
4. Update Access database (address, names, board members, center info, etc.); forward documentation to appropriate staff for further processing. Accuracy is essential. May run menu driven reports. And/or word process/update information in Word documents, type correspondence and other basic documents.
5. Filing. Establish, organize, and maintain files or organize materials as directed.
6. Order office supplies and materials and maintain appropriate inventory. Insure orders are received and invoices are submitted for payment. Communicate with vendors to resolve routine problems.

## **SECONDARY RESPONSIBILITIES**

Approximately 30% of the employee's time may involve the accurate and timely performance of any of the following tasks and responsibilities.

1. Serve as backup for other clerical positions.
2. Compile information into lists or basic reports requiring the use of Excel, Access, and/or Word.
3. Schedule meetings, appointments, travel arrangements
4. Assist other support positions.
5. Special projects or tasks as assigned by supervisor

## **SUPERVISION (Received/Exercised)**

Work performed independently with periodic review. Organize work and sets priorities based on schedule and office priorities established by supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work.

## **QUALIFICATIONS**

1. High school graduate (or equivalent).
2. Minimum one year office experience or training required, including training with filing, following directions, handling a few variables to complete projects, and general office equipment (copier, telephone, facsimile, and computer). Additional experience in areas related to specific position preferred.
3. Basic word processing/data entry skills including accurate typing speed of 35 words per minute required. Basic skill with word processing program required. Familiarity with Microsoft Word and Access strongly preferred.
4. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others. Treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
5. Professional and pleasant business oral communication skills. Basic written communication skills
6. Ability to handle tasks accurately and timely.
7. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.
8. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
9. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.