

Administrative Associate Job Description



Agency Overview:

thread is a non-profit agency and the statewide Child Care Resource and Referral (CCR&R) Network whose mission is to advance the quality of early education and child development by empowering parents, educating child care professionals and collaborating with our communities. Since 1986 thread has been supporting families with child care referral services and parent education about child development, and also supporting early educators through training and consultation.

Specific Responsibilities:

The Administrative Associate is the first point of contact for all walk-in clients and visitors, or for those who call the main line. This position is primarily a customer service and administrative support position.

1. Greet and direct clients and visitors in a friendly and professional manner, both in person, over the phone, and electronically.
2. Accurately communicate information about thread's services to customers.
3. Manage multiple line phone system and general voicemail.
4. Assist program staff with word processing, data entry, and other support services, including agency errands as needed.
5. Maintain referral rotation log.
6. Oversee cleanliness of reception area, mailroom, storage and training rooms.
7. Manage general agency purchasing, office supply inventory, specialized program purchasing and vendor relationships.
8. Oversee the maintenance and check-out of the thread vehicle.
9. Coordinate biweekly staff meeting communication, including writing the agenda and meeting notes.
10. Manage NACCRRRA Training Tracker data including data entry and reporting.
11. Assist in data collecting and reporting for grants and other identified needs.
12. Assist agency Directors in collecting, analyzing, and reporting professional development data and trends using NACCRRRA Data Systems (NDS) and CCR&R training data.
13. Assist Director of Professional Development in supporting providers and paid trainers.
14. Process training sign-in sheets and evaluations following thread trainings, produce and disseminate training transcripts.
15. Manage Professional Development training information and data on the statewide CCR&R website.
16. Other duties as assigned.

Qualifications:

1. Associates or BA required, in education, child development, business management, office administration or related field.
2. Previous experience running a multi-line phone system and general office experience preferred.
3. Current driver's license required, Alaska driver's license preferred.
4. Ability to lift up to 25 pounds to coordinate general agency supplies.
5. References and valid identification required.
6. Must pass background check.

Key Competencies:

1. Ability to provide high level, positive customer service.
2. Knowledge of general office programs including Microsoft Word, Excel, and Outlook
3. Ability to communicate effectively with a diverse group of providers, parents, staff and members of the community.

Schedule and Compensation:

Position Hours: Monday-Friday, 9am-5pm

Location: 3350 Commercial Dr. Ste 203 Anchorage, AK 99501

Position Type: FullTime, 40 hours/week

Classification: Permanent, Non-Exempt

Supervisor: Director of Professional Development

Supervises: None

Hiring Range: \$15-\$17/hour DOE

Benefits: 4-weeks paid vacation, 13 paid holidays, 403b match, High-Deductible Health Plan (employee only), Dental, Vision. All premiums covered 100% for employee's health, dental, and vision.

To Apply:

Please email a cover letter and resume to hr@threadalaska.org with "Administrative Associate" in the subject line.

Updated 04.2017