

Administrative Associate Job Description



Agency Overview:

thread assists families in finding affordable, high-quality child care that meets their needs. We provide professional development, technical assistance, and financial support to early childhood educators and programs to ensure they are preparing children for lifelong success. By collaborating with communities and businesses, we work to achieve positive outcomes for families and young children through increased access to affordable, high-quality child care. We undertake research and advocate for child care policies. This work is guided by our core values of empowerment, access, child care professionalism, children's rights, and entrepreneurial incubator.

Specific Responsibilities:

The Administrative Associate is the first point of contact for all clients and visitors who walk in, call or reach out to thread electronically. This position is primarily a customer service and administrative support position to the Office Manager but may have other tasks/projects assigned as needed.

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.
4. Process and distribute incoming and outgoing mail and packages.
5. Facilitate the referral call rotation to Early Childhood Specialists by using the Family Services Communications log.
6. Manage the info and IT email boxes to include checking and distributing throughout the day.
7. Ensure thread office including reception area, mailroom, kitchen, storage, and training rooms are clean, organized, and well-maintained.
8. Assist Office Manager with general agency purchasing, office supply inventory, and vendor relationships. Reconcile and submit office supplies invoices as needed.
9. Assist the Office Manager with agency inventory.
10. Assist Office Manager with coordinating, maintaining, and scheduling shared spaces and associated calendars.
11. Coordinate monthly staff meetings to include securing meeting hosts, creating and sending calendar invite and agenda to staff, and taking and filing notes.
12. Provide administrative support for the Learn & Grow(L&G) team, including quarterly meetings, annual meetings, and cohort support.
13. Support other departments with special projects as needed.
14. Other duties as assigned.

Qualifications:

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

Key Competencies:

1. Passion and commitment to **thread's** mission and the importance of early childhood education.
2. Ability to communicate effectively with a diverse group of providers, parents, staff, and members of the community.
3. Knowledge of early care and education programs and services, and community collaboration initiatives
4. Ability to provide high level customer service.
5. Flexibility and adaptability as organizational needs change.

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6. Strong people skills required.
7. Strong analytical skills and mindfulness of details.
8. Ability to use database systems and general office programs with comfort and ease including Microsoft Outlook, Calendar, Word, Excel, Teams, Zoom, and SharePoint.
9. Familiarity with office machinery such as copiers, postage machines, label makers, water dispensers, etc.

Schedule and Compensation:

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

Location: 111 W 16th Ave., Ste 205, Anchorage, AK 99501

Position Type: Full-Time, 40 hours/week

Classification: Permanent, Non-Exempt

Supervisor: Office Manager

Supervises: None

Hiring Range: \$19.00-\$21.00/hr.

Full Time Benefits: 20 days of PTO (starting), paid holidays, 403b match, High-Deductible Health Plan with HSA option (employer contributes to HSA), Dental, Vision and Life. All premiums covered 100% for employee's health, dental, vision and life. Free **thread** services.