

JOB DESCRIPTION

Job Title: Office Administrator

SUPERVISED BY: Operations Manager

SUPERVISES: Volunteers as necessary

POSITION SUMMARY: Ensure the general public is completely satisfied with their Grout Museum District visit. Keep the Administrative staff and all activities running smoothly and on schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Greets, directs & assists public during Museum District experience
2. Answers five-line phone system and re-directs calls as needed
3. Properly imprints mail and deposits in mailbox outside front door
4. Responsible processing inbound mail by distributing mail to staff, and completing Daily Check/Cash Log sheet.
5. Run Point of Sale sales at front desk or at gift shop for admissions, memberships, programs, Outreach, store merchandise, rentals and tours. Also know how to do refunds and gift cards.
6. Responsible for maintaining Master and Resource calendars.
7. Assists Marketing Department with projects on as needed basis (ex. School Mailings, bulk mailings, annual drive reports, etc.)
8. Assists Development Department with projects on as needed basis
9. Assists Operations Manager, as needed
10. Takes program registrations by website, mail, phone and walk-ins
11. Creates and maintains spreadsheets for all program registrations and distributes to relevant staff on a timely basis.
12. Orders refund checks for cancelled programs
13. Maintains program registration attended lists in Donor Perfect for marketing purposes.
14. Schedules all Museum District school tours, printing & distributing tour sheets, sending confirmations, through Point of Sale, updating calendars and notifying pertinent staff
15. Meets weekly with janitorial personnel to discuss upcoming rentals and room set-ups. Is responsible for updating room rental set up sheets. Collects original sheets from staff for distribution to janitorial personnel.
16. Inventories and orders general office supplies, including copier toner and supplies. Routinely does comparison-shopping to ensure best price
17. Maintains and updates, as needed, mailing label lists and prints mailing labels when requested by staff
18. Completes appropriate paperwork for post office during bulk mailing projects and delivers mailing to the bulk mail station at post office. Also requests checks as needed for bulk and business reply mail accounts.
19. Creates written procedures for Office Administrator job duties
20. Updates originals for forms such as meeting room set-up forms and other maps as needed
21. Calls in repair person for copier machines on as needed basis

22. Updates phone system voice recordings as necessary (ex. Change of museum hours, power outage)
23. Updates and tests Disaster Plan on yearly basis
24. Maintains first aid kits and supplies and arranges for staff first aid training.
25. Maintains Pitney Bowes scale and postage meter and requests check for postage, as needed
26. Responsible for personal continuous education and extended learning pertaining to job responsibilities
27. Updates mailboxes
28. Orders flowers for sickness/death of employees, board members, or their immediate family
29. On the Emergency call list

MARGINAL DUTIES:

1. Performs other duties as directed by the Operations Manager and Executive Director
2. Responsible for opening and closing Grout Museum of History and Science building on a daily basis (Other staff rotates this duty on weekends)
3. Performs interim duties for Gift Store Manager and Membership Coordinator as needed
4. Takes Board Meeting minutes on an as needed basis
5. Assists staff in other areas of the museum when needed
6. May work up to two Saturdays per month
7. Works evenings as required

MINIMUM REQUIREMENTS:

1. Education, Experience and Training: The minimum formal education of the Office administrator is a high school diploma. One to three years of comparable experience is desirable.
2. Physical Requirements and Demands: The Office administrator spends a large amount of time on the telephone and/or at a typewriter/computer. This position requires physical mobility for the various activities involved.
3. Mental Demands: The Office administrator must be able to juggle various demands on their time, such as multiple phone calls and questions from staff personnel with confidence and politeness. This is a very visible position in the Grout Museum District with high expectations placed on the employee.

WORK ENVIRONMENT: The work environment has excellent lighting and ventilation with a fairly constant temperature. There are some odors when certain programs are conducted or exhibitions are under construction. There are some vibrations in the office complex during the summer when both museum chillers are cooling the building.

EQUIPMENT AND TOOLS: The Office administrator must frequently use the telephone, computer, copy machine, cash register, and occasionally the fax machine. It is essential that this person is proficient with a computer and Microsoft Office.

Revised March 23, 2016