

## Administrative Associate Job Description



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### 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 childcare professionals, and collaborating with our communities. Since 1986 **thread** has been supporting families with childcare referral services and parent education and supporting early educators through training and consultation.

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### Specific Responsibilities:

The Administrative Associate is the first point of contact for all clients and visitors who walk into, 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. Accurately communicate information about **thread's** services to customers.
2. Manage multiple line phone system
3. Facilitate the referral call rotation to Early Childhood Specialists by using the Family Services Communications log.
4. Manage the info and IT email boxes to include checking and distributing throughout the day.
5. Ensure thread office including reception area, mailroom, storage, and training rooms are clean, organized, and well-maintained.
6. Assist Office Manager with general agency purchasing, office supply inventory, and vendor relationships. Reconcile and submit office supplies invoices as needed
7. Assist Office Manager with agency inventory.
8. Coordinate bi-weekly staff meetings to include securing meeting hosts, creating and sending calendar invite and agenda to staff, and taking and filing notes.
9. Support other departments with special projects as needed.

### 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 to 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.
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 machine, label maker, water dispensers, etc.

### Schedule and Compensation:

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

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

**Position Type:** Full-Time, 40 hours/week

Updated 11.2020

## Administrative Associate Job Description



**Classification:** Permanent, Non-Exempt

**Supervisor:** Office Manager

**Supervises:** None

**Hiring Range:** \$15.00/hour - \$19.00/hour

**Benefits:** 20 days of PTO (starting), 13 paid holidays, 403b match, Medical, Dental, Vision, Life/AD&D, and EAP. All premiums covered 100% for employee's health, dental, vision, life, and EAP. Free **thread** services.

Updated 11.2020