



Position Description: Administrative Assistant

Status:	Full-time, Nonexempt
Starting Compensation:	\$17 per hour
Reports to:	Marketing & Communications Manager
To apply:	Email interest statement, résumé, and references to info@aioic.org .

Summary

The administrative assistant is the first point of contact for visitors and callers of American Indian OIC and is responsible for providing them with superior customer service. This position also provides general administrative support to the agency's programs and staff.

Duties & Responsibilities

- Greet participants and visitors and direct them to the appropriate location or staff member
- Answer and direct phone calls and respond to voicemails
- Provide program descriptions and printed materials to prospective participants. Assist with eligibility screenings and ensure appropriate follow-up measures are established
- Provide general administrative support like filing, mailing, data entry, collating, and photocopying to programs and staff
- Maintain daily phone logs and sign-in sheets
- Outbound phone calling for information sharing and attendance purposes
- Process inbound and outbound mail. Submit monthly postage reports.
- Maintain office supply inventory and procure supplies as needed or requested
- Serve as the first point of contact/troubleshooter for copy, vending, and mail machine servicing or repair
- Maintain campus information kiosks
- Provide assistance planning and executing agency events
- Run errands as needed to procure supplies, meeting materials, or refreshments
- Support and administer security and emergency protocols

This should not be considered a comprehensive list of job duties and responsibilities and the scope of the position may reasonably change as necessitated by organizational needs.

Qualifications

Required

- Cultural competency working in a diverse environment
- Strong customer service and verbal communication skills
- Ability to create a welcoming, trusting, and professional atmosphere
- A flexible and adaptable approach to work and ability to multi-task and prioritize

- Proficiency using a personal computer and Microsoft Office/Office 365
- Ability to follow privacy and confidentiality policies

Preferred

- Understanding of Minnesota's Indigenous communities, cultures, and practices
- One or more years' experience working in an administrative or customer service role
- Understanding of human services programming and ability to align eligibility requirements and needs with appropriate contacts and resources
- Ability to work both independently and as part of a team

Physical Demands & Work Environment

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands, reach with hands and arms, and talk or hear. The employee is frequently required to sit for long periods. The employee may regularly lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color. The noise level in the work environment is usually moderate.

American Indian OIC culturally rich environment and follows a business casual dress code.

Compensation & Status

The administrative assistant is a full-time, nonexempt position and compensation starts at \$17 per hour. American Indian OIC's office hours are Monday-Friday from 8:30am-4:30pm, however occasional weekend and evening hours may be required as needed. The administrative assistant position qualifies for medical, dental, retirement, and time-off benefits. Free onsite parking is available. This position is not eligible for telework.

About American Indian OIC

American Indian OIC (AIOIC) was established in 1979 to address the education and employment disparities faced by Native American families living in and around South Minneapolis. The organization was founded as a career counseling provider, but now offers multi-faceted education and workforce development services through its alternative high school, Adult Basic Education program, job training center, and career counseling services. The goal of these programs is to give people the foundational education and support needed to pursue meaningful career opportunities.

American Indian OIC is a nationally recognized leader in the workforce development field and in its 40 years of operation has built a workforce of more than 25,000 people. Although it was founded to serve people of Native descent, most of AIOIC's programs are open to anyone regardless of race, creed, gender, religion, age, or sexual orientation. Annually, more than 1,000 people from the Twin Cities metropolitan area and affiliated with 40 distinct tribal nations from the US and Canada, utilize AIOIC's services.