



## **Secretary/ Office Administrator Job Description**

### **Description**

Our secretary or office administrator provides both clerical and administrative support to our staff. This role plays a vital part in the administration and efficient operation of the office.

Secretaries/office administrators are involved with the coordination and implementation of office procedures and frequently have responsibility for specific projects and tasks and, in some cases, oversee and supervise the work of junior staff.

Your role varies greatly depending on the specific needs of the company operations at any given time. Most work involves both written and verbal communication, word processing and typing, and requires relevant skills such as IT, organizational and presentation skills, as well as the ability to multi-task and work well under pressure. In some cases, you are required to demonstrate high-level proficiencies and time/asset management abilities.

### **Essential Job Function**

Common tasks for our secretaries/office administrators include word processing, audio and copy typing, letter writing, dealing with telephone and email inquiries, creating and maintaining filing systems, keeping records, arranging meetings and appointments and organizing travel for staff.

In addition to above this role also includes but is not limited the following:

- Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc., to produce correspondence and documents and maintain presentations, records, spreadsheets and databases;
- Devising and maintaining office systems;
- Booking rooms and conference facilities;
- Using content management systems to maintain and update websites and internal databases;
- Attending meetings, taking minutes and keeping notes;
- Reporting and maintaining budgets, as well as invoicing;
- Liaising with staff in other departments and with external contacts;
- Ordering and maintaining stationery and equipment;
- Sorting and distributing incoming post and organizing and sending outgoing post;
- Liaising with colleagues and external contacts to book travel and accommodation;
- Organizing and storing paperwork, documents and computer-based information;

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- Photocopying and printing various documents, sometimes on behalf of other colleagues.
- Accurately updating QuickBooks and submitting weekly payroll
- Assisting with new hire onboarding and employee filing
- Executive assistant duties

### **Other duties may include:**

- Recruiting, training and supervising junior staff and delegating work as required;
- Manipulating statistical data; and providing reports
- Arranging both in-house and external events.
- Handling overflow inbound customer inquiries
- Fill-in low level management decision making in absence of superior personnel
- Basic customer service activities including follow up phone calls and appointment setting
- Attending functions and networking events, meeting other executives and affiliates
- Basic duties outside the office like delivering materials, picking up uniforms/ supplies, etc.

This position also includes other duties not listed that are fundamentally relevant to the position.

### **Minimum Education, Training, and Experience**

- High school graduate or equivalent
- 2+ years of related experience
- Strong personal computer skills; proficient in Microsoft Office, including Word and Excel.
- Excellent bilingual oral and written communication skills
- Effective interpersonal skills and leadership abilities. A customer-service focus.
- Effective analytical, problem-solving and decision-making skills.
- Basic project management skills; ability to prioritize and handle multiple tasks and projects concurrently.