

TITLE: **Administrative Assistant I – Department of Arizona**

SUMMARY: Provides high level secretarial and administrative support, including managing projects, coordinating planning processes and delivering information and assistance as requested. Responsibilities include answering telephones, processing mail, providing customer service, researching information, and maintaining records. While this role reports to and assists the Department Adjutant, the Administrative Assistant I is distinguished by performing administrative support work that involves greater variety, complexity, sensitivity, visibility and autonomy. The Administrative Assistant I is part of an organization that serves over 119 posts and 34,000 members and is part of a team of dedicated professionals committed to building and maintaining a highly engaged work team.

QUALIFICATIONS High school diploma or equivalent degree are required. College, vocational, and technical degree or certificate in business administration preferred.

A valid vehicle operator's license is required and must be willing and able to travel and work outside of regularly scheduled office hours.

Have at least two (2) years of experience in a related field.

Honorably discharged service members from one of the branches of the armed services of the United States; and currently a member of the American Legion Department of Arizona in good standing preferred.

ESSENTIAL FUNCTIONS:

1. Reviews and edits documents, reports and materials prepared by staff and/or volunteers to ensure accuracy, completeness and alignment with The American Legion, Department of Arizona standards.
2. Verify and update contact information, titles and formatting of critical documents such as the annual Department of Arizona Directory, to reflect accurate volunteer leadership assignment changes.
3. Prepare and proofread general office correspondence, presentations and announcements for clarity, grammar, and professionalism.

4. Coordinates assigned projects, ensuring timely and accurate completion and alignment with organizational goals. Monitors and ensures compliance with project timelines and deliverables, proactively resolving issues, seeking guidance when needed, and providing updates to supervisor and team members.
5. Organizes and updates records, documents, and/or databases to support Department of Arizona initiative, maintaining high standards with minimal or indirect supervision.
6. Answers and directs phone calls at The Department of Arizona headquarters, responding to general inquiries and routing calls to the appropriate staff members or resource.
7. Provides courteous and professional in-person support to veterans, addressing basic inquiries and escalating complex inquiries as appropriate.
8. Maintain a welcoming and empathetic demeanor in all interactions with veterans, ensuring a positive and professional experience.
9. Collaborate with team members to support daily office operations and to ensure efficient workflow.
10. Assists with general administrative tasks such as filing, supply management, or coordination with vendors.
11. Provide support to the Department Adjutant with scheduling, meeting preparation, and travel arrangements as required.

SKILLS, KNOWLEDGE AND ABILITIES:

1. Working knowledge of database software required
2. Ability to generate reports using various computer applications
3. Exceptional interpersonal and customer service skills, using tact, patience and courtesy over the phone and in person required.
4. Strong oral and written communication skills with the ability to multi-task.
5. Establish and maintain cooperative and effective working relationships with others.
6. Proficient in Microsoft office Suites and applications to include Excel, Word, PowerPoint, Outlook and Teams.
7. Proficient with social media and open-source platforms to include but not limited to Facebook, Instagram, TikTok, Indeed, LinkedIn, YouTube, Signal, and WhatsApp.

PHYSICAL DEMANDS:

This job may require lifting objects that exceed 20 pounds, with frequent lifting and/or carrying of such objects as manuals, file boxes and laptop computer equipment. Other physical demands that may be required are as follows:

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|---------------------|-----------------------------|
| 1. Talking | 6. Pushing and/or pulling |
| 2. Hearing | 7. Climbing |
| 3. Seeing | 8. Stooping and/or kneeling |
| 4. Walking/Mobility | 9. Reaching |
| 5. Driving | |

TEMPERMENT (Personal Traits)

1. Adaptability to perform various duties, often changing from one task to another of a different nature without loss of efficiency or composure.
2. Adaptability for accepting responsibility for direction, control, or planning of an activity.
3. Adaptability for dealing with people who may be under considerable stress and/or dissatisfied with current conditions.
4. Adaptability for generalizing, evaluations or decisions based on sensory or judgmental criteria.

CAPACITY AND ABILITY REQUIREMENTS:

Specific capabilities may be required of an individual in order to learn or perform required tasks and duties.

1. Intelligence: The ability to understand instructions and underlying principles. Ability to reason and make judgments. Ability to read and comprehend budget instructions, reports, strategic planning documents, correspondence, software manuals, management and leadership books, trade journals and policies.
2. Verbal: The ability to understand meanings of words and the ideas associated with them.
3. Numerical: The ability to perform general math calculations such as addition, subtraction, multiplication and division with accuracy.

4. Manual Dexterity: The ability to move hands and manipulate small objects with fingers rapidly and accurately.
5. Data Perception: The ability to understand and interpret information which may be presented in the form of graphs, charts, or tables.
6. Writing: The ability to write memoranda, correspondence, reports and to produce written documents with clearly organized thoughts, using appropriate English sentence construction, punctuation, and grammar.
7. Management: This position has no responsibility for the direction or supervision of others, but may act in a lead capacity providing work direction/advice to an employee with less experience/skill or tenure.
8. Decision Making/Policy Formulation: Performs duty assignments under general instruction as to methods, procedures and desired end results. The is moderate ability for discretion when making selections among a few, easily identifiable choices. Work involving discretion is typically reviewed prior to finalization.
9. Interpersonal/Human Relations Skills: Interactions may involve support of controversial positions or the negotiation of sensitive issues. Contacts may also involve stressful, negative interactions involving high levels of tact and the ability to respond to aggressive interpersonal interactions

WORKING CONDITIONS:

Work is routinely performed in an office environment, however statewide travel in support of over 119 posts and 34,000 members is required.

GENERAL REQUIREMENTS:

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position. They are not intended to be a complete list of responsibilities, duties and skills required of personnel assigned.

APPLICABLE LAW:

The American Legion, Department of Arizona is an equal opportunity employer and does not discriminate on the basis of race, sex, sexual orientation, gender identity, color, religion, national origin, age, disability or veteran status.