

## **MassHire North Shore Workforce Board**

### **Office Coordinator**

#### **Job Summary**

Performs a variety of complex administrative, technological, and related duties requiring a considerable degree of discretion and considerable substantive knowledge of office operations and functions, both automated and non-automated. Such work may be to support the office in general and may be targeted toward specific grants that require such assistance and support.

#### **Supervision Received**

Works under the direct supervision of the WB Executive Director who assigns areas of responsibility

#### **Duties:**

Maintains efficient office services by organizing office operations and procedures, including meeting coordination and documentation, ordering and purchasing/tracking, and other related functions. Ensures office coverage, including phone coverage during office hours. Assists in the development of office procedures that ensure smooth day-to-day operations and a professional work environment for all staff and visitors

Initiates and coordinates conferences, meetings, communication, and preparation of documents, including agenda, minutes, and related documents as needed. Maintains the organization's calendar to facilitate logistics for all MHNSWB meetings.

Ensures that both agency and programmatic documents are accurate and filed and labeled properly, including electronic and hard copy, for ease of retrieval and use in program auditing, monitoring and evaluation

Specifically manages the clerical aspects of the Director's workload, including files of appropriate documents for ease of access. Organizes and prepares materials for meetings to be attended by the Director, including copying, and collation of needed documents. Schedules and maintains appointment calendar for the Director. Supports other WB staff with similar functions when needed.

Serves as the primary office receptionist to walk-in and phone-in customers while disseminating information and directing calls. Answers the phone, takes messages and screens calls, answers requests for information and referral by telephone as well as by personal contact. Composes correspondence for routine letters, memos, e-mail, and reports.

Identifies, notifies, advises and ensures the completion of specified projects and reports with other agencies and staff members when asked to do so or designated by the Director.

Performs both data entry and data retrieval for databases used by the WB and One-Stop Career Center.

Assists in preparing and editing documents relative to marketing, publications, reporting, and other WIB activities.

Assists in the periodic updating of the WB website.

**Knowledge, Skills, and Abilities Required:**

Excellent knowledge of office technology, including work processing, spreadsheets, and databases.

Knowledge of office management principles.

Ability to manage simultaneous tasks and focus within a multifunctional fast paced professional office environment.

Skill in editing and proofreading

Ability to maintain confidentiality when required.

Ability to take minutes and transcribe to written format.

Ability to work with diverse constituencies, including business leaders, educators, civic and elected officials, government representatives and other funders, and community based representatives.

Excellent organizational, customer service, telephone, computational, and communications skills, both oral and written.

**Qualifications Required:**

Associate Degree in office management, technology, or related fields preferred.

Five years experience in an office environment preferred.

Experience in an entrepreneurial, business-focused environment helpful.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 use hands to finger, handle, or feel objects, tools, or controls, and to talk and hear.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

## Work Environment

The work environment characteristics described here 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. The noise level in the work environment is usually moderate.

## Salary

\$35,000 - \$40,000

37.5 hours per week

Benefit package available

Please submit resume and cover letter by email to:

David McDonald

MassHire North Shore Workforce Board

Director of Administration and Grants

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