



SINCE 1902

CONFERENCE OF STATE BANK SUPERVISORS

**Conference of State Bank Supervisors (CSBS)
Job Description**

Job Title	Office Assistant
Reports To	Executive Assistant and Office Manager
Department	Corporate Services
FLSA Status	Non-Exempt
Date	August 2017
Position #	132
Grade	1

Job Summary

The Office Assistant is responsible for a variety of administrative duties including handling the reception desk, greeting visitors, and maintaining order in our break rooms and larger conference rooms. The Office Assistant provides direct administrative support to the Executive Assistant and Office Manager within the Finance and Administration Department. The Office Assistant will also provide support to other departments and staff members when necessary.

Essential Functions

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Other duties may be assigned to meet business needs.

Reception/Break Room/Conference Rooms

- Answers phones at front desk and directs incoming calls to the appropriate CSBS staff members. Takes detailed messages when necessary.
- Greets visitors and makes them feel welcome. Manages reception area traffic in a manner that ensures a professional environment is maintained.
- Monitors visitors in coordination with building security.
- Performs multiple tasks at the front desk between phone calls and visitors.
- Maintains order/neatness in break rooms, workroom and conference rooms.

Mail

- Receives, date stamps and distributes incoming mail and incoming fax messages.
- Tracks incoming and outgoing packages.

Supplies

- Orders, stocks, and maintains office, break room, workroom and conference rooms supplies.
- Maintains and updates office supply list in Excel.
- Monitors and maintains paper, toner, and ink supply for workroom office equipment.
- Updates Front Desk Handbook as needed.



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Equipment Maintenance/ Repair/ Troubleshooting

- Troubleshoots equipment malfunctions and works with repair technicians for remote or onsite service for office equipment and break room equipment.

Administrative Support

- Provide general administrative support to the Executive Assistant and Office Manager including scheduling meetings; researching vendors, pricing, etc; preparing expense reimbursements; word processing; filing; fielding incoming calls; performing data entry in a variety of databases; and using other office automation tools and services to create and update reports, etc.
- Communicate by phone and email with external resources including vendors and service providers.
- Provide additional general administrative support to other departments and staff members as needed.

Additional Responsibilities

- Scans and uploads billing statements to our AnyBill system.
- Maintains and updates Staff Directory and Phone List.
- Additional projects/duties as assigned.

Minimum Qualifications

To perform this job successfully, an individual should possess the knowledge, skills, and abilities listed and meet the amount of education, training and/or work experience required.

Education and Experience

- High school degree and one to two (1-2) years of administrative experience.
- 2+ years' experience in inventory control preferred.
- Associates or Bachelor's Degree preferred.

Knowledge, Skills, and Abilities

- Proficiency with Microsoft Office Suite including Outlook, Word, and Excel.
- Ability to learn, use and master a variety of additional office software tools as needed.
- Proficiency with the following: (1) Multi-line phone system; (2) Hands-free headset; (3) Fax machine; (4) Copy machine; (5) Postage machine.
- Customer service – works and communicates with clients and customers to satisfy their expectations. Committed to quality service.
- Oral communication (telephone skills) – effectively communicates information and ideas by speaking so others will understand.
- Planning and organizing – effectively plans, organizes, and prioritizes work in order to meet deadlines.
- Ability to type 30-45 wpm.
- Maintain a high level of confidentiality.



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Working Conditions

- Office environment.
- Must be able to regularly lift boxes of office supplies weighing approximately 10-15 pounds.

This job description should not be construed to imply that these requirements are the only standards for the position. Incumbents will follow any other instructions and perform any other related duties as may be required. CSBS has the right to revise this job description at any time. CSBS is an “at will” employer and as such, neither this job description nor your signature constitutes any form of contractual arrangement between you and CSBS.

Employee’s Signature:	Date:
Manager’s Signature:	Date: