

POSITION PROFILE	
POSITION: Executive Secretary	DEPARTMENT: Executive
CUSTOMARY WORK HOURS: 8:00 a.m. to 5:00 p.m.	
CUSTOMARY WORK DAYS: Monday - Friday	
SALARY GRADE: Staff Support NE Schedule II	STATUS: Non-Exempt
REPORTS TO: General Manager	

POSITION SUMMARY

The Executive Secretary is accountable for the administrative duties within the Executive Office including primary contact for the General Manager and assisting them in the performance of their daily activities. Additionally, performs clerical and administrative duties for Human Resources. Duties are varied and require a high degree of accuracy. Access and exposure to highly sensitive documents, materials and conversation requires strict confidentiality.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Screens clientele and telephone calls coming into the Executive Office
- Composes and transcribes correspondence for the General Manager
- Performs duties of Petty Cash Custodian
- Opens and disseminates incoming mail
- Files, records and/or processes applicable correspondence, documents and other material as directed by the General Manager
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis
- Proactive involvement in the Company’s Mission Statement, Employee Handbook and Core Values while performing duties
- Proactive involvement in the Company’s Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties
- Tracking of call out sick line and time off calendar
- Responsible for ordering all office supplies
- Generate and mail CPNI customer letters
- Assist other managers/departments
- Assist in sales and on-site training of Centrex service for all exchanges
- Works closely with and keeps open communication with Human Resources.

PERIODIC

- Assist in maintaining the Company’s personnel files including preparation of new files, filing and or posting of required documents, purging of applicable forms and processing of terminated employee records
- Assist in preparing and processes new applications and change requests for Company’s group health and group life insurance
- Assist in administering employee benefits and provide ongoing assistance to employees and dissemination of any plan information
- Maintains the Company personnel attendance records
- Coordinates all Company travel arrangements, including per diem travel advances

Administrative Assistant-

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- Schedules workshops/training/certification and schooling (local and out-of-town) for all employees
- Maintains certification/training course completion on all employees
- Assists accounting department with payroll related calculations on a requested basis, including sick and vacation pay accrual and 401(k) plan eligibility
- Responsible for various 401(k) plan requirements including, but not limited to, ongoing assistance to employees and dissemination of any plan information
- Prepares periodic Board of Directors meeting information with direction from the General Manager
- Coordinates the Company's service award program
- Responsible for coordinating the Company's annual Christmas function
- Oversee maintenance and upkeep of office machines
- Schedule and coordinate meetings
- Processing Workmen's Compensation and Auto Claims
- Assist in posting of job announcements
- Oversee and insure timesheets are properly approved by each Manager
- Receive and process subpoenas
- Lead Scholarship Committee
- Responsible for information in Safety Deposit Boxes
- Manages Company credit cards issued to employees
- Maintains current Notary Public
- Supervisor on call duties
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance

Administrative Assistant-

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- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push, and pull as required for light duties of standard office clerical positions
- Must be able to lift 20lb. maximum with frequent lifting and/or carrying objects weighting up to 10lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High School Diploma or equivalent

- BA/BS, emphasis in business or related field, or equivalent desired

TECHNICAL REQUIREMENTS

- Computer literate. Proficient with Excel, Word, PowerPoint and Access
- Computer system competency: Quintrex desirable
- Accurate keyboard skills of 75 words per minute
- Proficient with multi-tasks copier and fax machine
- 10-key by touch
- Proficient bookkeeping and/or general accounting skills
- Basic knowledge and understanding of telephony regulatory agencies
- Knowledgeable in office management, administration record management, benefits administration and policy and procedure management
- Possesses and maintains a valid and unrestricted class “C” driver’s license, with driving records that provides insurability under the Company’s vehicle insurance carrier and within the guidelines of the Company

WORK EXPERIENCE

- 3 years as an Administrative Assistant, or equivalent, with experience in two or more of the following fields:
 - ❖ Human Resources
 - ❖ Compensation and benefits administration
 - ❖ Records Management
 - ❖ General accounting
 - ❖ Policy and procedure management
 - ❖ Telephony tariff administration/Regulatory management

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.

APPROVALS	
DEPARTMENT MANAGER:	DATE:
HUMAN RESOURCES MANAGER:	DATE:
GENERAL MANAGER:	DATE: