

Position Description

Job Title: <u>Office Services Associate</u>	Grade: <u>19</u>
Incumbent: <u>New</u>	Reports to (title): <u>Manager, Admin. Services</u>
Division: <u>Administrative Services (D207)</u>	Department: <u>Finance & Administration</u>

Purpose of Position: To provide support in the areas of front desk operations (switchboard, reception, security), conference room reservations, clerical and record keeping functions, mailroom duties, and directing callers and visitors to the appropriate sources of information within IIE.

Principal Responsibilities:

- A. Receives visitors to the IIE/New York West 37th Street office, notifying staff of their arrival. Maintains Visitor log-in book and verifies completeness of entries in the visitor log. Maintains the reception area, including the literature display rack located there. Requests from IIE departments a supply of brochures to maintain the display.
- B. Answers and directs calls to appropriate staff members. Refers general inquiries from visitors and callers to the appropriate IIE division, office or staff member.
- C. Receives and logs all incoming messenger and courier deliveries, notifying staff of receipt; arranges for outgoing messenger service.
- D. Responds to calls from staff requesting equipment repairs by forwarding it to appropriate resources.
- E. Each month solicits changes from IIE employees at the West 37th Street office for inclusion in the monthly Staff Telephone Listing. Coordinates the timely relay of changes with the 809 United Nations Plaza receptionist.
- F. Completes clerical and record keeping functions for the Divisions located at the West 37th Street office and keeps accurate track of time spent on a particular Division's tasks.
- G. Prepare name signs for offices and workstations as necessary when changes occur.
- H. Coordinates conference room reservations. Reviews, on a regular basis, reservations for the upcoming week assuring that rooms booked match the needs of the group, resolving any conflicts that develop. Refers major issues to the Manager. Acts as the Video Conferencing Equipment coordinator for W. 37th Street.

- I. Assists with the pick up and delivery of mail to and from 809 UN Plaza and West 37th Street. Receives the incoming postal and inter-office mail and distributes in the appropriate Divisional bins in the mailroom; readies and coordinates the pick up of outgoing postal and inter-office mail.
- J. Other duties as assigned, such as regular updating of Administrative Services memos, listings, charts.
- K. As position progresses, gain a thorough knowledge and understanding of the procedures followed within the Institute; the functions, policies and practices of the division, as well as specific program requirements.

Internal/External Contacts: Regular internal contact with IIE employees at all levels. While performing front desk duties, there is extensive contact with staff and visitors.

Supervision Exercised: None.

Supervision Received: Works independently but is supervised by the Manager, Administrative Services.

Decision Making: Operates under specific guidelines and instructions. Decisions are made only according to established guidelines and procedures, or are approved in advance.

Qualifications: Education/Experience/Skills:

To be considered a candidate for the position, an applicant must have:

- 2 years of responsible work experience in a front desk capacity; knowledge of a multiple line phone system a plus. Previous mailroom experience also a plus.
- Strong interpersonal skills and communications ability; ability to work with a varied staff
- Knowledge of business English.
- Proficient typing skills; computer experience - word processing (Microsoft Word), database and Excel spreadsheet applications; an aptitude for figures.
- Ability to work well under pressure and constant interruption - with patience and continued attention to detail.

Hours: 9AM to 5PM, Monday through Friday.