

Job Title: Administrative Assistant (Part-Time)
Reports To: Operations Lead
FLSA Status: Non-Exempt
Prepared Date: March 6, 2019
Approved Date: March 6, 2019
Wage Range: \$15.00 - \$16.00 per hour

Summary: This position is the first point of contact at the front desk for our callers and visitors. You'll be representing a dynamic, climate action and sustainability-focused education center and farm by initiating warm, knowledgeable interactions with visitors, exhibiting unfailing cheerfulness and patience, and addressing caller and visitor concerns immediately. This position is essential in assisting to maintain consistent paper and electronic records and keep organizational communication running smoothly.

This position is part time (15-25 hours per week). It involves a regular weekly schedule, which can be creatively structured to help coordinate with the right candidate's existing obligations and schedule.

Every position at 21 Acres involves a fluid, sometimes hectic environment, keeping strides alongside other leaders in the field of sustainability. Sharing your ideas, laughter, and enthusiasm is strongly encouraged, and preferred. This position requires ability to represent 21 Acres mission of sustainable living and education by performing the following duties:

Essential Duties and Responsibilities:

- Promote positive, proactive interactions and help solve problems by greeting and answering questions from diverse visitors in person, on the phone, and via email.
- Be our star resource, knowing who to connect visitors with and how to follow up with unresolved concerns.
- Use a positive and clear speaking voice, listen to and understand requests, respond with appropriate action, and provide accurate information such as information related to registration, some of the activities we take part in at 21 Acres, business hours, etc.
- Support organizational efficiency by ensuring phone calls and emails are responded to in a timely manner. Keep meticulous notes and deliver to the correct team members for follow-up.
- Provide basic clerical services such as typing, taking meeting minutes, organizing, researching, etc.
- Listen and extend assistance to resolve problems.
- Track guest visits, give instructions and conduct brief tours to enhance visitor experiences.
- Effectively communicate the 21 Acres mission of education and our primary focus on climate/soil information to guests.
- Maintain a clean, orderly, safe, and aesthetically pleasing reception area.
- Assist in ordering, receiving, stocking and distributing necessary office and facility supplies.

- Under the direction of the operations lead, maintain tracking documents and databases as required. These tracking documents may include invoices, field trip data, visitor data, calendars, and paper and electronic files.
- Correctly file hard copy documents and electronic files online.
- Coordinate with management to produce and deliver invoices for field trips, event rentals, and other billable services. Flag outstanding invoices and as needed ensure outstanding invoices are paid.
- Help populate organizational directories and resources.
- Assist with proofreading, copying, scanning, and distribution of correspondence and educational materials.
- Provide assistance with setting up and cleaning before and after events as necessary to enhance visitor experiences.

Qualifications: To do this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Experience, Training, or Skills Required:

- Associates degree preferred, but high school diploma accepted with some college or equivalent experience.
- 1+ year experience as a Receptionist or Administrative Assistant, or equivalent Customer Service experience.
- Ability to read, write, and communicate in English.
- Professional and effective interpersonal skills applied through all levels of an organization and able to successfully work with diverse groups.
- Superb attention to detail, strong organization skills, strong prioritization skills and professionalism.
- Ability to understand and follow instructions accurately and in a timely manner.
- Must have strong computer skills and be proficient with technology (e.g. Microsoft Suite and Microsoft Office 365).
- Must be willing and able to learn Food Corridor administration (and other software and applications as applicable, such as Eventbrite), Ricoh copier maintenance, as well as immediately handle multi-line telephone.
- Ability to properly and accurately maintain paper and electronic filing systems.
- Knowledge, enthusiasm, and representation of the sustainability lifestyle.
- Willing attitude to learn on an ongoing basis, understand the mission statement, and promote organizational values.
- Ability to work in a sometimes hectic work environment, be innovative, and make strong decisions independently.
- Must have sense of humor, flexible and adaptable attitude, along with willingness to learn and have fun.
- Bonus if you're able to work occasional flex hours as needed for special events.
- Exhibit regular and timely attendance.
- Must pass background check.

Physical Demands and Work Environment: 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 will be made to enable individuals with disabilities to perform the essential functions.

The 21 Acres facility is a LEED Platinum certified building that facilitates a learning environment for sustainable and regenerative living. Tours and general work involve maneuvering over unpaved and uneven grounds, some of which is farmland, on a limited basis. The work environment sometimes has a moderate to high noise level.

This position frequently involves mobility to the outdoors and between first and second floors via elevator or stairs. You may need to reach, bend, grasp, lift, pull, push, stand, kneel, squat, and twist and well as lift and carry items up to 20 lbs.

You will need ability to sit or stand for extended periods of time, manipulate items with fingers frequently, operate a computer or other technology regularly, go outside in various weather conditions, visually monitor visitor activities, read and interpret manuals and instructions. There is temperature fluctuation in the building, particularly in the lobby or market as doors open and close; ability to adapt is essential.

21 Acres is an Equal Opportunity Employer. 21 Acres does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and our current needs.

To Apply: Please send an email to jobs@21acres.org with **one PDF** attached that includes both your **resume** and a **cover letter** addressing how your background, knowledge, and enthusiasm fits with the detailed job requirements.