***Position Description***

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| **Position Title:** | Administrative Services Assistant | | **Current as of**: | | 2021 |
| **Division:**  *(select)* | * Executive * Finance * Financial Controls   ☒ Business Operations | * Enterprise Risk Management * Internal Audit * Information Technology * Legal & Administration | **Department:**  Administrative Services | | |
| **Reports to:** | Administrative Services Manager | |  |  |  |
| **HR USE ONLY**  **Position Job Function:** *(select)* | * CEO ☐ Manager * Executive ☐ Senior Manager   ☒ Individual Contributor ☐ Professional | | **FLSA:**  *(select)* | ☒ Non-Exempt  □ Exempt | |

# Purpose:

As an Administrative Services Assitant, you will be the face of the Federal Home Loan Bank of Indianapolis to all those who access the Bank whether in person, on the phone, or electronic media. This position will answer and disburse incoming calls, greet, and direct visitors, and provide general administrative support as needed. The ideal applicant is self-motivated, highly organized, detail-oriented, and must have a willingness to engage as part of the Administrative Services team.

The following statements are intended to describe the general nature and level of work being performed by persons assigned to the job. They are not intended to be an exhaustive list of all responsibilities or abilities required of persons so classified. The Bank reserves the right to alter or amend this description at any time.

# Specific Responsibilities:

* Answer, screen, and route incoming calls to the appropriate personnel
* Greets visitors and inform bank staff/tenants when guests arrive.
* Receive, sort, and distribute daily mail and package deliveries
* Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
* Perform the monthly testing/inspections of the Building’s AED’s and Emergency Lighting
* Responsible for coordinating the Bank’s monthly preventative maintenance schedule
* Schedules conference rooms and helps to maintain the department calendar
* Ability to work part-time with flexibility to work additional hours as needed
* Act as a backup for other Administrative Services staff
* Performs other administrative duties as requested

# Competencies:

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| **Business** | **General** | **People** |
| Job Knowledge | Dependability | Interpersonal Skills |
|  | Personal Organization |  |
|  | Productivity |  |

**Position Requirements:**

* Proven work experience as a Receptionist, Front Office Representative, or similar role
* Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
* Solid written and verbal communication skills
* Ability to be resourceful and proactive when issues arise
* Ability to remain calm and pleasant under pressure, good communication skills, and work independently without direct supervision.
* Possess a high school diploma or equivalent, or 5 years verifiable experience
* Multi-tasking and time management skills
* Ability to maintain confidentiality.
* Must not have been convicted on any civil or criminal charge that would suggest a risk to Bank security.
* Ability to work without supervision.
* Ability to uphold and model the banks guiding principles

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| Approved: |  | Date: |
|  | Manager |  |
| Reviewed: |  | Date: |

Employee