



## Administrative Assistant

### Summary

The JBS Administrative Assistant serves as the primary Receptionist for JBS. This responsibility also includes PearsonVue, as a lead proctor, and providing administrative support for the SBDC and Incubator Operations.

### Duties and Responsibilities

#### Administrative

- Manage phones and other administrative JBS duties
- Provide administrative support for incubator clients
- Support SBDC Director and Business Advisors with appointments

#### Business Incubator

- Manage the Center to ensure high levels of customer satisfaction
- Coordinate with IT and Property Management to ensure high standards of presentation and maintenance of facilities and equipment
- Distribute a monthly newsletter for tenants and clients
- Schedule prospective tenant site visits and walk-throughs

#### Resource Library & Computer Lab

- Stock appropriate levels of business periodicals and web-based resources to assist clients, Joseph Business School students and the community with research tools for business success
- Manage flow of visitors to the Computer Lab

#### PearsonVue

- Responsible for managing the testing lab to ensure all equipment is in proper working order
- Maintain all certification and regulatory requirements to meet PearsonVue standards
- Provide reports in a timely manner to vendor and management
- Maintain a consistent operating schedule to maximize testing opportunities at the center

- Increase awareness of testing site and testers
- Work with IT to ensure up-to-date technology
- Increase utilization of testing center by increasing the types of tests offered

### **Other Duties**

- Receptionist/Administrative Assistance
- Provide support to JBS programs as needed

### **Skills /Qualifications**

- Excellent written and verbal communication skills
- Bi-Lingual, fluent in English and Spanish preferred
- Detail-oriented, with strong organizational, analytical, and planning skills.
- High level of customer service expertise in greeting and customer care
- Excellent organization skills with an ability to prioritize and manage multiple tasks and use proactive problem solving skills.
- Commitment to maintaining confidentiality and a high degree of accuracy in client records.
- Must be able to work in an environment of constant demands and frequent interruptions.
- Demonstrated ability to work accurately and effectively with computerized data systems and basic accounting principles.
- Ability to maintain a high level of poise and professionalism in all circumstances.

### **Education and Experience Requirements**

- Customer service related experience
- Administrative Experience
- Proficient in Microsoft Office Suite and with technology