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

Resumes and Cover Letters should be submitted via email; attention LWCC Human Resource Department hr@livingwd.org
- 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

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