

Administrative Assistant

Alaska Arts Southeast, Inc. dba Sitka Fine Arts Camp is looking for a high energy, organized individual who prioritizes excellent customer service and is passionate about connecting people with our programs, services, and campus.

\$13/hour

Part-time OR full-time, starting mid-December with 12/25-12/29 off

Performance expectations are:

Essential Functions

- Answers phones and responds to customers or directs business to the appropriate staff member in a professional manner
- Keeps the front of the office clean and organized
- Maintains office security by following safety procedures and controlling access via the front desk
- Knows and can explain the programs we offer to potential clients
- Knows campus buildings and systems and can appropriately direct guests
- Handles 1000+ registrations a year and associated paperwork and billing
- Handles money according to established accounting practices
- Puts up posters around town for events
- Calls community members to sign them up for volunteer opportunities
- Manages check out system for keys and vans
- Checks mail at the post office on a regular basis
- Assists other AASE staff as needed with event rentals, programming, custodial work, housing check ins
- Computer literate: Uses google drive, google mail, and campminder registration software as training progresses, able to learn new software quickly as needed
- Uses various equipment like personal computers, xerox machines, multifunction printers and any others as training progresses
- Drives a 14 passenger van
- Positively responds to direction and requests for assistance from co-workers, supervisors, students and guests
- Treats customers and co-workers with courtesy and respect
- Makes eye contact and greets guests enthusiastically
- Does whatever it takes to make every guest's experience a great one
- Finds ways to keep busy and stay productive during slow times in the office
- Shares customer compliments, complaints and suggestions
- Attends meetings as required

Non-Essential

- Assists in other areas of the organization as needed
- Attends SFAC events
- Trains other staff members

The Success Patterns for this position are:

- Experience working in customer service
- Has a reputation for giving great service to guests and co-workers
- Strong organizational skills with the ability to multi-task
- Has strong interpersonal skills
- Is able to work independently and as a member of a team
- Excellent written, verbal, and in person communication skills
- Can maintain high energy during the full day
- Can work in a fast-paced environment and adapt to change quickly
- Able to lift up to 40lbs
- Able to occasionally work holidays and weekends, especially during summer season

Successful Candidates will have the following Personal Characteristics:

- Likes to have fun at work!
- Self-motivated and enjoys learning
- Is passionate about connecting people with SFAC programs, service and campus
- Enjoys building relationships with community members and families
- Executes details with a high degree of accuracy
- Regularly makes people feel like they were the best part of your day