

ALASKA PUBLIC MEDIA
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Title: Administrative & Development Assistant
Department: Development
Reports to: Director of Development
FLSA Status: Non-exempt
Rate: \$18-\$22 per hour (commensurate with experience) 40 hours/week
Version: 2.4

The **Administrative & Development Assistant** handles the receptionist desk at Alaska Public Media (AKPM). This includes but is not limited to: greeting visitors, handling phone calls, mail, and ordering supplies. This position supports the Development Team with assigned duties such as helping members make donations or change their account information, opening and processing member payments and remittances, and assisting with internal processes. This position supports the Finance Department with processing payments and remittances. This position also supports all departments within AKPM as needed.

AKPM is a broad-based public media organization that delivers television, radio, and web content. AKPM is the source of PBS television, NPR radio, and stewards the statewide AKPM News network.

Essential Functions:

- ☐ Answer all incoming calls and dispense them to appropriate staff/departments in a timely manner. Review after hours voicemail messages and direct them to appropriate staff.
- ☐ Answer basic radio and television programming questions and other inquiries to help provide excellent customer service to our members and potential members.
- ☐ Greet station visitors and guests, help them sign in, and direct them to an area designated by the host staff.
- ☐ Accept member donations by walk-ins. Process as directed or pass on to the appropriate member of the Development Team.
- ☐ Direct all mail and package deliveries to appropriate staff.
- ☐ Schedule FedEx deliveries and pickups.
- ☐ Maintain a front desk procedure manual and promptly incorporate any changes in procedure or duties.
- ☐ Handle distribution of member thank you gifts not mailed directly by vendors.
- ☐ Handle office morning opening and end-of-day closing procedures.
- ☐ Respond to requests for public documents.
- ☐ Handle call-in program overflow calls as instructed by the program hosts/producer.

Duties and Responsibilities:

- ☐ Process donations and finance checks received daily and totaling the day's proceeds.
- ☐ Process membership mail as requested.
- ☐ Scan and file financial paperwork.

- ☐ Inventory and purchase kitchen and office supplies.
- ☐ Maintain the lobby and kitchen area in a clean, orderly and clutter-free manner.
- ☐ Assists in maintaining station-wide calendars of events.
- ☐ In case of an emergency (fire, intrusion, etc.) use the telephone system to alert all staff.
- ☐ Other duties as assigned.

Required Qualifications:

- ☐ Two years of receptionist or in-person customer service experience.
- ☐ Demonstrated experience with Microsoft and/or Google Office Suite programs.
- ☐ Good communication skills both oral and written.
- ☐ Excellent attention to detail.

Desired Qualifications:

- ☐ Familiar with CRM or database operations and usage
- ☐ Familiarity with multi-line, computer-integrated phone systems
- ☐ Passion for public media

Competencies:

- ☐ Act in accordance with AKPM policies.
- ☐ Support AKPM compliance efforts with FCC, NPR and PBS rules and regulations.
- ☐ Communicate effectively.
- ☐ Apply critical thinking and problem-solving skills.
- ☐ Maintain positive relationships with both internal and external customers.
- ☐ Demonstrate consistent outstanding customer service.
- ☐ Proficient at computer use to include office software products, custom software packages, internet and e-mail.
- ☐ Consistently demonstrate ethical behavior.
- ☐ Must exercise good judgment for the prompt completion of responsibilities.

Employee Expectations:

Must be able to work in a changing environment with demonstrated ability to prioritize multiple, competing tasks, seeking supervisory assistance as appropriate.

Physical Demands:

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.

The employee is regularly required to stand, walk and sit; use hands/fingers to handle or feel; reach with hands and arms; talk and hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee may be called upon to lift and/or move up to 50 pounds.

Work Environment:

The work environment characteristics described here are typical of a television/radio broadcast office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Alaska Public Media is an equal opportunity employer.

*I _____ received a copy of this job description on _____.
(Print Name) (Date)*

Employee's Signature: _____