



ADMINISTRATIVE ASSISTANT

JOB DESCRIPTION

TYPE	Full-Time	REPORTS TO	Director of Operations
FLSA STATUS	Non-Exempt	APPROVAL DATE	10/10/2022
EEO CATEGORY	5	SALARY	\$21.63/hr

SUMMARY

Responsible for administrative/operational support, bookkeeping, and volunteer coordination for the Three Rivers Festival. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with Three Rivers Festival operating policies and procedures as well as federal, state, and local regulations. The incumbent participates fully and supportively as an integral part of the Three Rivers Festival team to establish effective working relationships with volunteers and the general public;

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, Three Rivers Festival incumbents, and outside agencies with patience, tact, respect, and professionalism and the following:

ADMINISTRATIVE SUPPORT

- Serves as primary administrative support for the Three Rivers Festival;
- Offers direct service to customers and stakeholders of the Three Rivers Festival by staffing the front desk, answering phones, addressing walk-ins, and responding to web & social media inquiries;
- Maintains a knowledge base on the operation of office equipment, trains other staff in the operations of office equipment, e.g., the copier, as needed;
- Inventories and orders office supplies/equipment as needed;
- Maintains executive board room schedule and cleanliness, prepares executive board room technology prior to the start of scheduled meetings;
- Presents recommendations for office supplies/office equipment budget, assists in developing overall budget, assures compliance to budget within areas of responsibility, and strives to achieve cost savings.

VOLUNTEER COORDINATION

- Serves as primary staff for volunteer coordination;
- Prepares volunteer communication and recruitment efforts;
- Administers volunteer contact database;
- Schedules volunteers according to interest and ability as it aligns with organizational need;
- Inspires high performance in all paid and volunteer staff through example;

BOOKKEEPING

- Administers accounts receivable;
- Processes contracts, payments, and donations;
- Processes invoices for payment, maintains paid invoice files;
- Prepares regular bank deposits; generates financial reports;
- Maintains appropriate files for the Three Rivers Festival;

DURING THREE RIVERS FESTIVAL

- Provides direct customer service attendees, helping lead a team of part-time, seasonal and volunteer staff;
- Oversees festival cash handling processes;
- Processes payments and revenue receipts promptly;
- Coordinates volunteer check-in and office staffing;
- Assists as an integral part of set-up and tear-down.

MARGINAL FUNCTIONS

- Distributes mail;
- Maintains a tidy work area;
- Make deliveries on behalf of the organization;
- Assists with supply & equipment procurement;
- Performs other duties as required.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This job assists in the supervision of part-time staff, seasonal staff, and volunteers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

COMPUTER SKILLS

Demonstrated knowledge and experience in using Microsoft Office and QuickBooks or another financial software. Proficiency in data entry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

While performing the duties of this job, the employee frequently is required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, outside weather conditions, and vibration. The noise level in the work environment is usually moderate to loud.

ABOUT THREE RIVERS FESTIVAL

Three Rivers Festival began in the summer of 1969 and has grown to be the second-largest summer festival in Indiana. This family-friendly, exciting nine-day celebration is held at Headwaters Park in downtown Fort Wayne and coordinates with several affiliated events during the festival. The Three

Rivers Festival draws over half a million visitors from Northeast Indiana, Northwestern Ohio, and Southern Michigan. The Three Rivers Festival is an annual tradition to enjoy the fun, savor the delicious food and catch up with friends. Three Rivers Festival is a 501(c)(4) not-for-profit organization funded entirely by vendor participation fees, souvenir sales, refreshments, entertainment ticket sales, and the generous sponsorship and support of area businesses.