

**JOB TITLE:** OFFICE ASSISTANT  
**REPORTS TO:** HUMAN RESOURCES MANAGER  
**DEPT./CONTRACT:** OPERATIONS  
**FLSA STATUS:** NON-EXEMPT  
**HOURS PER WEEK:** 40

**SUMMARY:**

Coordinate all office operations and activities for the Owings Mills, MD office. Serve as the initial contact for all callers and visitors to the workplace. Provide support services for general areas as well as direct administrative support to the President.

**RESPONSIBILITIES AND DUTIES:**

The following reflects NHA's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

**RECEPTION**

- ❖ Answer, screen, and direct calls in a courteous and professional manner; take messages and/or forward telephone calls to appropriate employee or voice mail.
- ❖ Respond to visitors, clients, and employees in a courteous and professional manner.

**OFFICE OPERATIONS**

- ❖ Order and maintain office supplies and inventory.
- ❖ Serve as leasing point of contact for office space maintenance and corrective action.
- ❖ Maintain conference room schedules and conference room appearance.
- ❖ Assist with general clerical duties, as needed, to include preparing correspondence, faxing, copying, and mailing.
- ❖ Manage office security system.
- ❖ Arrange for equipment maintenance.
- ❖ Serve as point of contact for communications in the event of an office closure.

**SUPPORT SERVICES**

- ❖ Serve as meeting coordinator – create agendas, attend meeting, record minutes and maintain action items.
- ❖ Open and route incoming mail; prepare and forward outgoing mail and packages.
- ❖ Book travel arrangements for the CEO and other employees.
- ❖ Create expense report on all items purchased on credit cards and fills out the CEO's expense report.
- ❖ Coordinates employee relations activities to include birthday recognition, luncheons and office parties to increase camaraderie.

**QUALIFICATIONS:**

- ❖ Bachelor's degree (B.A) in related field and three (2) years related experience or equivalent combination of education and experience.

- ❖ Ability to deal effectively with a diversity of individuals at all organizational levels.
- ❖ Ability to understand and follow written and verbal instructions.
- ❖ Ability to work independently and as a member of various teams and committees.
- ❖ Acute attention to detail.
- ❖ Commitment to excellence and high standards.
- ❖ Demonstrated ability to calculate figures and amounts.
- ❖ Demonstrated ability to plan and organize projects.
- ❖ Excellent verbal and written communication skills.
- ❖ Good judgment with the ability to make timely and sound decisions.
- ❖ Proficient in Microsoft Office.
- ❖ Strong organizational skills; able to manage priorities and workflow.
- ❖ Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- ❖ Excellent communication, problem solving, and customer service skills
- ❖ Commitment to excellence and high standards