



Job Opportunity Administrative Assistant - Receptionist

Vacancy Number 2019-06

Closing Date Open until authorized

Location Appalachian Regional Commission
1666 Connecticut Avenue, NW, Washington, DC 20009

Grade NF: 7

Agency Information

The Appalachian Regional Commission (ARC) is an economic development agency of the federal government and 13 state governments focusing on 420 counties across the Appalachian Region. ARC's mission is to innovate, partner, and invest to build community capacity and strengthen economic growth in Appalachia to help the Region achieve socioeconomic parity with the nation. www.arc.gov

Position Summary

This position serves as the organization's receptionist, and in serving as ARC's first impression to callers and visitors, provides information and/or direction in a welcoming, cooperative, and professional manner. This position handles calendar, travel and administrative tasks for ARC staff and is responsible for providing office and program support services throughout the organization. This role is located on the seventh floor of ARC's office and reports to the Executive Director.

Duties and Responsibilities

Receptionist

As the first point of contact for ARC; welcomes, greets, and coordinates all visitors and callers professionally, cooperatively and effectively; maintains a professional, welcoming, neat and clean work and reception area. Monitors and maintains records of all ARC visitors.

Ensures mail, packages, correspondence, etc. are received, distributed and attended to appropriately.

Ensures appropriate supply of office supplies, paper, and kitchen goods are maintained throughout ARC offices; works with Finance team to order or request supplies as necessary.

Coordinates the office art displays, working with providers/vendors (currently, Southern Highlands Crafts and Guilds) to provide, schedule, and set up regional artwork on display at the ARC office site (on a rotating basis). Inventories the art and manages the log/database of art that is located onsite. Completes travel and payment for art related travel and delivery.

Coordinates office activities to facilitate management of deadlines such as: communicating and coordinating actions that are pending or completed, ensuring files are accurate and current.

Proactively ensures all AV equipment is accessible and ready for use. Communicates technology needs to the IT helpdesk.

Provides backup support monitoring, responding to, and forwarding correspondence received through the ARC information email account.

Program Support

Tracks and maintains projects, signed by the General Counsel and the Executive Director. In an accurate and timely manner, enters data into system and forwards signed document to the Federal Co-chair.

Creates and maintains a database or system to track ARC participation and activity with committees, boards, and other participation. Ensures ARC leadership is provided updated and accurate information related to ARC representation.

Provides program support for LDD, POWER, Leadership, and other programs as needed, for both routine and special assignments. Seeks out and furnishes requested information or assistance, sometimes requiring obtaining data from appropriate sources; refer other requests to specific personnel as appropriate. Follows up to ensure that proper action has been completed.

Assists with program administration by tracking and reviewing information for accuracy and completeness. Follows up to request required information and/or clarify submitted information.

Responds to requests and proactively prepares and provides information regarding the program for a variety of audiences both internal and external to ARC.

Enters information into applicable database; ensures accurate and timely data entry; responds to requests for data and program statistics.

Staff Support

Provides support services for the Executive Director and other divisions for both routine and special assignments. Serves as a point of contact between the Executive Director and other ARC components and partners; receives requests for information and assistance pertaining to the full range of functions, programs, and policies of the Commission. Personally seeks out and furnishes requested information or assistance, sometimes requiring obtaining data from appropriate sources; refers other requests to specific personnel as appropriate. Follows up to ensure that proper action has been completed.

Coordinates the schedule for the Executive Director that may be relatively heavy and includes all of ARC. Prepare travel itinerary (including coordination with trip hosts), check in for flights, and arrange transportation. On own initiative and discretion, establishes priorities, sets up, reschedules, or refuses appointments, accepts or declines invitations to meetings, and arranges for representation by a subordinate official when that is desirable.

Makes travel arrangements for staff members (Executive Director, Division Directors and others as requested); prepares and reviews travel vouchers when travel is completed; forwards them to Finance for processing and follows up to ensure process is accurate and complete.

Collects, assembles, and as necessary, compiles information for use by the Executive Director. Performs data gathering and research necessary to provide complete background information.

Coordinates with Communications, General Counsel and others as needed to obtain final review and editing of materials that require the Executive Director's signature prior to submission to the Offices of the Federal Co-Chairman, the States' Washington Representative, State offices, or other recipient(s).

Reviews incoming correspondence to classify it as to matters that require the personal attention of the Executive Director or mail that should be routed to other offices within the Commission.

As directed, assists with all travel arrangements, including mileage, for invitees to events.

Coordinate with HR, IT, and Finance teams to support on- and off-boarding of ARC staff (i.e. ensure office area is set up, assist with schedule coordination, prepare on-boarding material, etc.).

Performs other duties as required or as assigned.

Qualifications

Adaptability – ability to accept and apply changes to work processes, information, team; recovers quickly from setbacks and finds alternative ways to reach goals or targets; navigates change through positive communications and supportive actions; ability to adapt to the demands of the position

Communication – selects appropriate and effective way to communicate to audiences in diverse situations; listens actively and asks questions to understand other perspectives or confirm understanding; awareness of and responsive to verbal and non-verbal communication styles; provides status updates which reduce or eliminate the need for follow up from requestor. Verbal and written communication skills sufficient to effectively communicate and collaborate with diverse groups and individuals.

Writing - Recognizes and uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical information that is appropriate for the intended audience; produces written material that is timely, accurate, succinct and relevant to recipient's needs.

Collaboration - ability to interact and work effectively with others to accomplish goals despite differences, changes, roles or resources; treats others with respect, dignity, and professional courtesy; values the contributions of others through listening, sharing relevant information and considering new ideas; affirmatively shares lessons learned and relevant information.

Critical Analysis - ability to identify, research, analyze, design, manage and communicate data and outcomes sufficiently to various audiences to accomplish work outcomes; develops, recommends, and/or implements innovative and effective approaches to solve problems.

Accountability – makes best use of resources to accomplish work priorities; takes responsibility of balancing quality with deadlines; takes appropriate action(s) to fulfill commitments to others; owns, acknowledges and corrects mistakes; immediately communicates updates and changes to others.

Project administration and management; demonstrated ability to plan, organize, execute, and perform multiple administrative activities and program support functions.

Exceptional organizational skills; ability to successfully multi-task, prioritize, and complete activities.

Knowledge of the ARC organization and areas of responsibility; ability to interpret Commission policies and procedures.

Demonstrated ability to utilize sound judgment to make independent decisions.

Demonstrated ability to maintain professionalism in demeanor and outlook in stressful situations. Empathy and sense of humor to deal with challenging situations and personalities.

Effective and professional interpersonal relations including the ability to motivate and influence others to cooperate and accomplish Commission objectives.

Effective research and data gathering skills including the ability to seek out information needed.

Proficiency with computers, technology and Microsoft Suite applications including word processing, database, presentation, and spreadsheet; proficiency in database systems (i.e. ARCnet) including data entry and reporting; skill in digitizing records and developing and maintaining them in a database and/or server environment

Demonstrated ability to maintain a professional appearance.

Ability to be reliable and consistent in work schedule and outcomes.

Knowledge of and ability to stay current on travel rules and processes (such as per diem and mileage rates), GSA schedules, purchasing and other applicable government policies.

Additional Requirements:

- U.S. citizenship
- Prior to hire, the selectee must successfully complete a federal background investigation and position requires maintenance of the background security review
- Travel may be required (10%)

Desirable competencies:

- Familiarity with public policy process and structure, practices, operational policies, social program areas of the federal government
- Commitment to public service
- Associate's degree or higher in related field
- Demonstrated knowledge of working for nonprofit organization
- Professional training in project and administrative management

Salary and Benefits

ARC offers a collaborative work environment, a convenient location near Dupont Circle, and a competitive benefits package which includes health insurance, retirement, paid time off, commuting subsidy, professional development, etc. This is not a federal position; however, if a federal employee is selected for this position and transfers without a break in service of more than three calendar days, he or she may be able to continue his or her retirement and life/health insurance benefits. ARC generally follows the General Schedule Salary Table of the Federal government. ARC's grade NF 7 is equivalent to the federal grade GS 7.

Apply Online:

<https://appalachianregionalcommission.applytojob.com/apply/X6WdZ83W0I/Administrative-Assistant-Receptionist>

ARC is an equal opportunity employer. Selection for this and any other position will be based solely on merit. ARC does not discriminate on the basis of race, color, religion, sex, national origin, politics, marital status, sexual orientation, physical or mental disability, age, membership or non-membership in an employee organization, or other factor prohibited by law. ARC will provide reasonable accommodation to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please contact Allison Thiriez at 202.884.7712 or at athiriez@arc.gov