


JOB DESCRIPTION eff 02/01/2024						
	Job Title:	Administrative Support Officer	Job Code:	43-6011		
	Grade & FLSA Status:	19 NE	Job Family:	Executive Administration & Team Experience		
	Reports to:	Chief Executive Officer (CEO)	Supervisory Role:	No	Financial Role:	No

Job Summary

As a St. Thomas Federal Credit Union team member, the Administrative Support Officer provides high-level, confidential administrative support to the CEO's office. The Administrative Support Officer is the primary point of contact for internal and external constituencies on all matters related to the Office of the CEO. This individual also liaises with the board of directors and executive management team, organizes and coordinates executive outreach and external relations efforts, and oversees special projects. The individual must possess strong written and verbal communication, administrative, and organizational skills and maintain a realistic balance among multiple priorities. Duties may be project-based and include scheduling travel, arranging meetings, and assisting in preparing financial reports. This position is often privy to confidential information and requires diplomacy and discretion. This individual represents the Credit Union with professionalism, ethics, integrity, and mutual respect toward internal/external clients. Demonstrates initiative, flexibility, openness to change, accountability, and strong organizational and multitasking skills.

When performing daily work, the Administrative Support Officer is under minimal supervision while performing complex and diverse duties. Anticipates and initiates office operations actions requiring in-depth knowledge of the institution and other departments. Requires interpretation and resolution of highly varied situations and problems.

Purpose

The purpose of a credit union administrative support officer is to provide administrative and operational support to the credit union, its management, and its members. They are responsible for a range of tasks including record keeping, data entry, document management, scheduling meetings, preparing reports, and assisting with member inquiries and requests. They help ensure the smooth functioning of the credit union by maintaining accurate and up-to-date records, facilitating communication between various departments and stakeholders, and assisting in the implementation of administrative policies and procedures.

Essential Functions

- Responds to inquiries requiring an in-depth understanding of the work area and STTFCU policies and procedures. Takes ownership of inquiries by providing explanations and instructions.
- Deals with confidential issues (e.g., payroll or salary information, promotion, and tenure).
- Composes and edits internal and external correspondence and documents. Writes content and designs PowerPoint presentations. Uses desktop publishing for creating drafts of work-area publications.
- Monitors and orders inventory. Provides recommendations on vendors, uses signature and purchasing authorization. Responsible for staying within budget and following budgetary guidelines.
- Updates manuals, policies, employee handbook, and procedures.
- Enhances the effectiveness of the CEO by providing superior administrative support, information management, and organization of resources, all with a high level of integrity and discretion.
- Prepares financial reports, minutes, and arrangements; manages the CEO's calendar and schedules/organizes complex activities such as meetings, travel, and activities for the Board of Directors, Committees, and Executive Team. Coordinates and schedules appointments for the CEO.
- Research, compile, and summarize information as needed in response to various inquiries from Credit Union Members, Associates, Board Members, and others.
- Maintain organized and efficient filing systems for documents and records.
- Acts as a project manager for special projects at the request of the CEO, which may include planning and coordinating multiple presentations and seminars and organizing companywide events.
- Proactively anticipates administrative needs and makes informed decisions regarding priorities.
- Prepares corporate governance documents, including but not limited to board packets, election materials, and bylaws. The incumbent will prepare and maintain complex, extensive, and confidential records.

- Adheres to compliance with applicable rules and regulations set in bylaws regarding board and board committee matters, including advance distribution of materials in electronic/paper format before meetings.
- Provides marketing support in coordinating quarterly newsletters, flyers, and posters. Communicate information regarding events and different initiatives to the membership via media outlets, marketing, and dissemination of materials as needed; purchase promotional products to promote the credit union products. Provide updated website information for members.
- Acts as benefits coordinator for various employee benefits such as submitting bi-weekly and monthly financial reports of 401K, ALFAC, MASA, and health insurance. Also ensures the Credit Union insurances (*liability, commercial, property, CU automobile, fire, travel, and flood policies*) are maintained and updated annually as scheduled.
- Perform additional duties as assigned.

Minimum Qualifications

A bachelor's degree with at least two (2) years of administrative experience or an associate's degree with five (5) years of administrative experience. A high school education or equivalent with five (5) years of administrative experience. Advanced and varied computer software skills are required. Able to identify and learn new programs and software skills as necessary. Excellent interpersonal and communication skills to represent the work area and the larger STTFCU team. Proficiency with Microsoft Office products and applicable software is required within thirty (30) days. Ability to attain the Credit Union HR Compliance Professional (CUHRCP) designation within one (1) year of employment.

Minimum Competencies

Quality/Compliance	Achieving a standard of excellence with the work processes and outcomes, adhering to STFCU policies and all regulatory requirements.
Member Focus	Striving for high customer satisfaction.
Communication	Balancing listening and talking skills. Speaking and writing clearly and accurately. Being able to influence others and keeping others informed.
Collegiality	Being helpful, respectful, approachable, and team-oriented, building strong working relationships and a positive work environment.
Initiative	Taking ownership of the work, doing what is needed without being asked, and following through.
Efficiency	Planning, managing time well, attention to detail and accuracy, being on time, being cost-conscious, and thinking of innovative ways to accomplish the organization's objectives.
Coachability	Being receptive to feedback, willing to learn, and embracing continuous improvement.

Work Environment

Supervision	Work performed under light supervision with only occasional general supervisory review; employee plays a fairly large role in setting objectives and organizing work.
Complexity of job	Work consists of routine functions with a few choices as to what procedures and processes will be followed. Requires the use of some judgment in making minor decisions.
Working environment	Work is usually performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.
Physical demand	The position requires light physical activity.
Member interaction	Requires advanced interpersonal and communication skills to establish and anticipate internal and external customer relationships. Acknowledges and clarifies member inquiries, requests, or complaints to ensure that needs are identified, documented, and addressed.
Internal contacts	Regular and substantial contact with others. Contacts usually involve discussion related to policies and programs and may include proposal or grant writing, negotiation with vendors, and the like. Handles sensitive, complex, and confidential information.
Supervision of others	No responsibility for supervising others.

Related Career Path

Based on performance and career planning process.