


JOB DESCRIPTION eff 02/01/2024						
	Job Title:	Office Assistant	Job Code:	43-4171		
	Grade & FLSA Status:	16 NE	Job Family:	Executive Administration		
	Reports to:	Chief Executive Officer (CEO)	Supervisor y Role:	No	Financial Role:	No

Job Summary

As a member of the St. Thomas Federal Credit Union team, the Office Assistant supports the Credit Union's policies and respectfully interacts with others in the organization and those doing business with the Credit Union. Represents the Credit Union with professionalism, ethics, integrity, and mutual respect towards colleagues and internal/external clients. Keeps current and proficient with necessary skills and knowledge, including computer skills. Self-identifies training needs relevant to work area and responsibilities. Demonstrates initiative, flexibility, openness to change, and accountability. Works within a team environment, providing support to and collaboration with colleagues.

When performing daily work, the Office Assistant is under close supervision, provides general clerical and secretarial support to a work area or group of individuals. Responsible for ordering supplies; telephone coverage; responding to walk-in, fax, and email inquiries. Prepares basic correspondence; performs mail merges; maintains and updates basic databases.

Essential Functions

- Prepares basic correspondence using templates and existing form letters or other documents.
- Performs basic mail merges for labels and name cards; maintains and updates basic databases.
- Performs basic data entry onto spreadsheets or databases; performs basic word processing.
- Scan, file forms and documents using basic filing system(s).
- Receive and announce visitors and guests to the credit union promptly and professionally.
- Coordinate follow-through so visitors and guests are met promptly.
- Answer telephone, disseminate information, resolve questions, and/or route calls to appropriate individuals. Put calls on hold, and coordinate follow-through so the caller is handled as promptly as possible and/or put into voice mail or take a message at the caller's request.
- Record messages on standard forms and deliver them to employees.
- Provides information to members on their eligibility for loans and advances when possible.
- Utilize credit union procedures and computer applications, including email, Internet, word processing, spreadsheet, database, and system software.
- Cross-train in other functions, including Lending Specialist and Account Associate positions.
- Performs other related duties as assigned.

Minimum Qualifications

High School education or equivalent. A minimum of one year of secretarial, office, or related experience. Training in certain office procedures or equipment may be required. Basic computer and telephone skills. Computer skills; e.g. data entry and email. Basic Internet skills. Ability to understand and follow basic written and oral instructions. Proficiency with Microsoft Office products and core operating programs required within 30 days of employment.

Minimum Competencies

Quality/Compliance. Achieving a standard of excellence with our work processes and outcomes, honoring STTFCU policies and all regulatory requirements.

Customer focus. Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the member rather than our department or the STTFCU.

Communication. Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.

Collegiality. Being helpful, respectful, approachable, and team-oriented, building strong working relationships and a positive work environment.

Initiative. Taking ownership of our work, doing what is needed without being asked, and following through.

Efficiency. Planning ahead, managing time well, being on time, being cost-conscious, and thinking of better ways to do things.

Coachability. Being receptive to feedback, willing to learn, and embracing continuous improvement.

Work Environment

Supervision	Work performed under close supervision with regular checking and review by supervisor; or duties are so routine that they require only simple, standard instruction without regular, on-site supervision.
Complexity of job	Work consists of routine tasks with little or no choice as to the procedures used in achieving results. Requires the use of little judgment in following routine instructions or procedures.
Working environment	Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.
Physical demand	Position requires light physical activity.
Customer interaction	Requires normal courteous interaction and basic interpersonal skills and tact to communicate with others. Forwards complaints or non-routine inquiries or requests to someone else to handle.
Internal contacts	Contacts are mostly with supervisor, co-workers, and customers within your immediate work area. Purpose of contact is to provide and/or receive routine information or documents.
Supervision of others	No responsibility for supervising others.

Related Career Path

Lateral and/or promotional moves outside of job family may start at current grade of 016.