



JOB DESCRIPTION

Job Title: Real Estate/Land Department Administrative Assistant & Front Desk Reception
Reports To: Chief Administrative Officer
Updated: May 05, 2017
Status: Exempt

Overall Responsibilities:

Provide first contact with incoming customer, callers and visitors and identify how best to serve the customer. This position is critical in first impression and contact with the public and Shareholders as they enter or contact Eklutna, Inc. – so important is this component that we refer to it as “*Director of First Impressions*”. Confidently, cordially and professional greets, announces, and assists visitors.

The real estate/property management and land departments will be the top priority to provide administrative support. Very strong organizational skills with land transactions and/or real estate development experience is required. The ability to establish and continue to maintain both electronic and paper filing systems will be required. Knowledge of Alaska Native Corporations and ANCSA is extremely beneficial.

This position will also be responsible for ordering office supplies, managing the office equipment such as the copiers, postage machine, phone systems, etc. Having experience in trouble shooting office equipment and anticipating/communicating office supply inventory will be beneficial. This is a small to mid-size office so these responsibilities are limited and not time consuming.

Will work closely with the Chief Administrative Officer, the Director of Lands, and the Real Estate Manager to facilitate administrative needs of the Corporation on an on-going basis. On occasion, cross-training and administrative support for other divisions may be required.

Essential Job Responsibilities: (Other duties may be assigned)

- Make coffee for office upon arrival & replenishes as necessary
- Answers incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or department; Retrieves messages from voicemail and forwards to appropriate personnel; Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable

- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel
- Working with the Director of Lands and the Real Estate Manager, primary administrative support for land and real estate departments, including maintaining file systems, taking initiative to recommend improvements for file systems, and willing to “dive in and take ownership” for organizing the departments
- Maintains corporate owned commercial properties and 3rd party commercial property management files and records as coordinated with the Real Estate Manager
- Receives, sorts, and routes mail, and maintains and routes publications
- Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes
- Maintain or coordinate with repair contractors other office equipment & machines such as postage machine, binder, television, etc.
- Receives payments for services and products
- Responsible for keeping common areas of the office and front desk clean and in order
- Major copying jobs as assigned
- Performs other clerical and support duties as needed

Qualifications:

- BA or BS in business or communications preferred
- Real estate background or land transactional experience strongly desired
- Minimum of a high school diploma or general education degree (GED); or two to four years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills and Abilities

- Solid skills in Windows and Microsoft Office Suite
- Must be a strong, positive communicator and be flexible in assigned tasks
- Very strong organizational skills and detail oriented; Must have ability to creatively solve organizational challenges; Uses time efficiently
- Must have ability to handle administrative, executive, operational tasks
- Ability to work independently with minimum supervision; Self- starter
- Initiative - Volunteers readily; Undertakes self-development activities;

Seeks increased responsibilities; Asks for and offers help when needed

- Motivation - Demonstrates persistence and overcomes obstacles

Core Competency:

- **Professionalism** - Approaches others in a tactful manner; Is consistent in countenance and reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- **Technical Skills** – Emphasis is on accuracy of work product while working at a pace to ensure productivity is effective; Strives to continuously build knowledge and skills
- **Customer Service** - Responds promptly to internal and external customer needs, requests for service and assistance
- **Interpersonal** – Consistent in positive, team oriented attitudes and maintains professional, courteous relationships with all co-workers
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions
- **Team Work** - Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests; Recognizes accomplishments of other team members
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values
- **Adaptability** - Manages competing demands; Able to deal with frequent change, delays, or unexpected events
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.

Additional Competencies and Qualities

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| ▪ Problem Solving | ▪ Oral & Written Communication |
| ▪ Consistent | ▪ Planning/Organizational |
| ▪ Self-motivated | ▪ Punctual |
| ▪ Ethical | ▪ Support Corporation's Mission and Vision |