



W. M. KECK OBSERVATORY
 On the summit of Mauna Kea, Island of Hawai'i

OFFICE ASSISTANT

Enjoy working in a fast paced work environment where multi-tasking, attention to detail and strong written and verbal communications skills are required for the position?

Under the general supervision of the Office Administrator, the Office Assistant (OA) position provides administrative support functions for the Human Resources & Administration Department (HRAD) and as directed, supports other departments as needed. Prior relevant experience in the hospitality, academic, research, engineering or non-profit environment is a plus.

This is a regular position with a competitive comprehensive benefits package - salary is dependent upon qualifications and experience. The position is opened until filled. Employment is conditional on successful completion of drug tests and background check. Email resume, references, and salary history to: Office Assistant; employment@keck.hawaii.edu. To learn more, please see our website at www.keckobservatory.org. EEO/M/F/D/V

OFFICE ASSISTANT POSITION DESCRIPTION

POSITION TITLE:	Office Assistant	DEPARTMENT:	Human Resources & Administration
INCUMBENT:		FLSA STATUS:	Non-Exempt
REPORTS TO:	Office Administrator	MEMBER:	
SUPERVISES:	N/A		

SUMMARY:

Under the general supervision of the Office Administrator, the Office Assistant (OA) position provides administrative support functions for the Human Resources & Administration Department (HRAD) and as directed, supports other departments as needed. Desired competencies include: proven administrative skills with a high degree of accuracy and attention to detail and excellent customer service experience. Ideal candidate must be able to establish priorities under tight deadlines and have a proven track record as a motivated, self-starter who can work on multiple projects and priorities within a fast paced environment. Incumbent is expected to have sound knowledge of Microsoft Office Suite programs. Prior relevant experience in hospitality, academic, research, engineering or non-profit environment is a plus.

ESSENTIAL FUNCTIONS:

1. Serve as primary Receptionist for the organization. Answering incoming phone calls in a pleasant and courteous manner, directing calls to appropriate individuals to ensure that incoming callers are greeted with aloha. Provide visitors with informational brochures on the Observatory and Mauna Kea as requested.
2. Provide travel, Hale Pohaku (HP) lodging and meals, and Visiting Scientist Quarters (VSQ) reservations support for the organization. Arrange and coordinate travel requests and work with travel vendor to ensure that WMKO policies and procedures are followed. As needed, work with the Office Administrator to update travel policies and procedures. Responsible for coordinating with Housekeeper to ensure rooms are ready for visitor occupancy.
3. As assigned, work on a variety of administrative projects with the Office Administrator. Duties may include:

assisting Managers and Supervisors with tracking Leave of Absence Requests (LOAR) requests and electronic filing of effort reports and timesheets for departments, updating lists, phone directories, in-coming mail, filing, scanning, preparing materials for mailing or shipping, preparing deposits for in-coming cash and checks to assist the Finance Department, setting up conference calls, catering needs and meeting room scheduling for departments.

4. Provide administrative assistance to department(s) and Project Managers as assigned. As directed, provide technical typing, table of contents organization, editing and proofreading, and formatting of documents and correspondence according to WMKO guidelines or established guidelines of appropriate medium, and prepare presentation materials to provide administrative support to staff. Maintain, update, and post to electronic files, websites, and schedules as necessary to assure up-to-date information is available for staff. Place documents and other items on shared electronic files to allow sharing by staff. Provide assistance with special assignments.
5. Provide intermittent Laser Spotter support. Work with the Office Administrator to update Laser Spotter policies and procedures and work with external temporary employment agency.
6. Work effectively with coworkers, astronomers, and others by sharing ideas in a constructive, positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; and respecting the diversity of the WMKO workforce in actions, words, and deeds.
7. Maintain commitment to a high standard of safety, comply with all safety laws and WMKO safety policies/rules, and report actual and potential safety violations to appropriate supervisory or management personnel to further WMKO's core value of safety.

OTHER DUTIES:

1. On an as needed basis, perform administrative tasks to serve as backup for other administrative staff in their absence. Tasks may include: coordination of meetings, teleconferences and general administrative support for other departments.
2. Perform other duties consistent with the scope of the position.

Minimum Qualifications:

Education and Experience

1. Five to seven years of progressively responsible experience as an Office Assistant, Receptionist, Administrative Assistant. Proven experience in multi-tasking of work projects.
2. Associates Degree in Office Administration or similar major (preferred).

Skills

1. Proficient Microsoft Office Suite skills, including editing and proofreading.
2. Ability to maintain automated and manual record keeping systems.
3. Strong sense of team spirit and ability to transfer it to others.
4. Ability to work independently.
5. Ability to evaluate information and exercise good judgment in making decisions.
6. Ability to maintain high level of confidentiality. Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information as appropriate.
7. Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
8. Oral communication—the individual speaks clearly and persuasively in positive or negative situations and demonstrates group presentation skills. Ability to provide excellent customer service and customer relations.
9. Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
10. Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
11. Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
12. Adaptability—the individual adapts to changes in the work environment, manages competing demands and is

able to deal with frequent change, delays or unexpected events.

- 13. Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- 14. Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

Desirable Skills

- 1. Microsoft Access software.

Other Requirements

- 1. Willingness to commit to WMKO core and cultural values: Safety, Integrity, Respect, Discovery, Service, Education, Learning, Communication, Teamwork, Rewarding Work Environment, Excellence and Community Involvement.
- 2. Valid driver's license with clean abstract.
- 3. Ability to uphold to strict ethical standards: integrity, objectivity, and confidentiality.
- 4. Willingness to devote the time as needed to meet seasonal project and task deadlines.
- 5. Willingness to maintain or increase skills.

Incumbent

Date

Supervisor

Date