



**Spring Grove Communications**  
**166 West Main Street**  
**Spring Grove, MN 55974**  
**www.yourlocal.coop**

**Job Title: Administrative Assistant**  
**Reports To: GM/CEO**  
**Location: Spring Grove, MN**  
**FLSA Status: Exempt**

### **Job Summary**

This position is responsible for providing confidential administrative support and expertise required for the GM/CEO, Management Team and Board of Directors of Spring Grove Communications, Harmony Telephone Company and MiBroadband to ensure and maintain overall effectiveness necessary to achieve the company's goals and objectives. Duties are of a highly confidential nature and require comprehensive knowledge of the company's policies and operations. The Administrative Assistant position will exhibit discretion, judgement, tact, and poise.

### **Essential Job Functions** (May include but are not limited to the following. Other duties may be assigned.)

- Performs a broad variety of highly confidential administrative support duties to relieve CEO/GM, Management Team and Board of Directors of administrative details.
- Independently handles a wide variety of non-routine situations and conflicts. Exercises judgment and discretion in the handling of telephone calls, walk-in clients, and management of Executive calendars, including scheduling of appointments.
- Maintains office supplies inventory by checking stock to determine inventory levels, anticipates needed supplies, evaluates new office products, places, and expedites orders for supplies, and verifies receipt of supplies.
- Schedules meetings and maintains appointment calendars for CEO/GM, Management Team and Board of Directors.
- Assists CEO/GM, Management Team and Board of Directors with all correspondence, staff meetings, notices, agendas, and minutes. Provides organization of all documents and correspondence.
- Serves as a liaison for all levels of Staff and the Board of Directors.
- Coordinates travel for CEO/GM, Management Team, Board of Directors and Employees while closely reviewing costs. This includes flight arrangements, hotel accommodations, transportation, meeting registrations and itineraries.
- Reviews credit card statements and ensures registrations, travel and expenses are properly billed.
- Prepares information for monthly Spring Grove Communications, Harmony Telephone and MiBroadband Board of Directors Meetings – meeting notices, agendas, and minutes.
- Prepares information for Employee and Management meetings – communications and notes.
- Coordinates the logistics for other meetings and events and takes minutes and notes as needed.
- Coordinates and organizes meals and refreshments for monthly or special meetings of the board, staff and assists with the coordination of employee meetings.
- Receives CEO/GM and Management Team faxes, opens mail, determines who should respond to requests and forwards information as appropriate.
- Assists with special projects by collecting and analyzing data, maintaining records and databases, and preparing specialized reports using a variety of PC-based software, compiling information, composing, and summarizing data for presentations.
- Provides backup duties for the front office as needed.
- Maintains a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Effectively communicates and contributes to the team to promote an efficient and productive team environment.
- Adheres to established company policies and procedures.
- Accepts responsibility for decisions, conduct and actions.
- Demonstrates dependability through promptness, good attendance and adherence to timelines and schedules.
- Must be able to travel overnight occasionally for training, meetings, and conferences.
- Performs all other related duties as assigned by management. \*

\* These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.



### **Knowledge, Skills, and Abilities**

- A friendly, outgoing personality with an aptitude for good customer and public relations is a must.
- Projects a positive, professional attitude and can adapt to a rapidly changing environment.
- Demonstrates strong communication and telephone etiquette skills.
- Well-developed reading, writing, proof reading, verbal, and mathematical skills.
- High skill level with MS Outlook, Word, Excel, PowerPoint.
- Reporting skills and general understanding of Telecommunications Operating Systems.
- Supply management skills.
- Strong organization, planning and scheduling skills.
- Advanced administrative, secretarial, and clerical skills for modern office practices and procedures.
- Skill in operating various office equipment including, but not limited to, a personal computer and related software, copier, calculator, keyboard, and fax machine.
- Considerable working knowledge of company policies and procedures, products and services, and the telecommunications industry and the ability to make decisions in accordance with.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Exemplary skills in prioritizing and organizing multiple work assignments and working under occasional stressful situations with frequent interruptions.
- General knowledge of bookkeeping/accounting principles, practices, and methods.
- Skill in identifying problems and making sound resolutions using the information at hand.
- Considerable ability to establish and maintain effective working relationships with other employees, the general public and to deal with public relations problems courteously and tactfully. Must be able to function effectively as a team player.
- High-level ability to maintain confidentiality.
- High-level ability to pay close attention to detail and maintain memory for numerous details.
- Considerable ability to maintain efficient workflow and to work independently with little direction.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **Education and Experience Desired**

To perform this job successfully, an individual must be able to perform each item under "Essential Job Functions" satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associate degree - Required
- Valid driver's license - Required
- 3-5 years administrative assistance experience

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
- The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 24 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.



**Physical Requirements**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%	0-24 lbs	25-49 lbs	50-74 lbs	75-100 lbs
Seeing: Must be able to read computer screen and various reports.				X				
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X				
Standing/Walking:	X							
Climbing/Stooping/Kneeling:	X							
Lifting/Pulling/Pushing - Weight	X				X			
Sitting:				X				
Fingering/Grasping/Feeling: Must be able to write, type and use the phone.				X				

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Work Schedule**

Defined by a Supervisor or Management

**Other Requirements**

- Proof U.S. Work Eligibility
- On-going training when deemed by Management
- Valid Driver's License

**Note**

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.