



JOB DESCRIPTION: ADMINISTRATIVE ASSISTANT

ShoreRivers protects and restores Eastern Shore waterways through science-based advocacy, restoration, and education. We work collaboratively with our community yet maintain an uncompromising voice for clean rivers and the living resources they support.

The ShoreRivers Administrative Assistant (AA) supports all office functions to help achieve efficient organizational operation and with the goal of allowing staff members to focus on their specific areas of expertise.

Working under the direct supervision of the Office Manager, the AA will provide administrative support to staff, boards, committees, colleagues, volunteers, donors, and members as necessary. The position involves general receptionist and office support such as handling calls, greeting visitors, working with volunteers, disseminating messages, data entry, mail handling, filing, and mass mailing coordination. The AA must be familiar with general office procedures and receptionist tasks, and possess basic-to-advanced computer, email, software and data-entry skills. The position requires interaction with a wide variety of people and organizations.

The AA reports to the Director of Operations & Finance and works primarily out of the Easton office. This is a full-time position; must be flexible to work weekends, evenings, and longer hours when necessary and to travel when necessary. The position is exempt salaried and “at-will.”

ORGANIZATIONAL RESPONSIBILITIES

- **Lobby**
 - Answer phone and transfer calls
 - Screen calls, disseminate messages, handle callers' issues
 - Greet visitors, direct them to staff, disseminate information, run interference
 - Coordinate communications between Easton and Chestertown offices

- **Donor Database**
 - Post transactions for memberships, donations, grants, and events
 - Maintain consistent, accurate, and clean data
 - Generate and mail appropriate thank you letters
 - Generate reports for others as needed
 - Attend training webinars and continuing education

Main Office

114 South Washington Street, Suite 301
Easton, MD 21601
443.385.0511

Regional Office

400 South Cross Street, Suite 2
Chestertown, MD 21620
410.810.7556

Regional Office

PO Box 333
Georgetown, MD 21930
410.275.1400

shorerivers.org



- **Misc Admin**
 - Assist and support the Office Manager to ensure smooth office operations
 - Assist Office Manager with IT needs
 - Assist staff with general administrative needs
 - Maintain office supplies and a clean, organized office environment
 - Maintain and update office procedures manual and instruction documents
 - Prepare materials for meetings, events, mailing campaigns, etc.
 - General office duties: mail handling, copying, process reports, etc.

POSITION REQUIREMENTS AND QUALIFICATIONS

The employee must have a strong commitment to environmental protection and to ShoreRivers' mission.

EXPERIENCE AND EDUCATION

- College degree or administrative assistant certificate
- 1+ years of administrative experience in a busy office setting

SKILLS

- Basic computer and data entry experience
- Strong organizational, time-management, and communication skills
- Ability to prioritize, multitask and make common sense decisions
- Cheerful disposition, desire to help, reliability, and the ability to work with people from various backgrounds

TECHNICAL ABILITIES

- Basic computer skills including MS Office Suite, mail merges, email, and various types of data entry
- Ability to learn new software programs and computer concepts
- Working knowledge of office machines, copiers, phone systems, and online systems
- Ability to coordinate with various staff and volunteers in a fast-paced environment

Main Office

114 South Washington Street, Suite 301
Easton, MD 21601
443.385.0511

Regional Office

400 South Cross Street, Suite 2
Chestertown, MD 21620
410.810.7556

shorerivers.org

Regional Office

PO Box 333
Georgetown, MD 21930
410.275.1400