

Position Description



Position Title: Administrative Assistant

Report To: Director, Operations

Classification: Non-Exempt, Part-Time (.5 FTE)

Wage: \$23-\$26 Hourly

A. PURPOSE OF POSITION:

To assist USTA Northern in its mission of "Growing tennis to inspire healthier people and communities everywhere" by providing essential support to the Executive Director and leadership team with day-to-day tasks and projects. This position performs a wide variety of administrative support functions, including office management, meeting coordination, and event assistance. The Administrative Assistant must deliver professional service to both internal staff and external stakeholders.

B. KEY RESPONSIBILITIES:

1. **Administrative Support:** Assist the Executive Director and the broader leadership team with daily administrative tasks and special projects such as:
 - a. Prepare, edit, and distribute documents, reports, and presentations. This includes preparing award letters and collecting accountability reports to support the administration of our grant and scholarship programs.
 - b. Organize and maintain filing systems, records, and databases. This includes data uploads and manual entry to our Salesforce CRM.
 - c. Assist the Operations Director with event administration. Responsibilities include, but are not limited to, maintaining supply kits, creating nametags and handouts, managing the registration desk, and supporting volunteers.
 - d. Assist with travel arrangements and expense reporting.
2. **Maintain Calendars & Coordinate Meetings**
 - a. Assist the Executive Director and President with Board meeting logistics and execution. Ensure quorum, secure venue, handle travel arrangements, take food orders, collect and organize pre-reads, lead icebreakers, take minutes, disseminate post-meeting survey, and update policies in accordance with Board actions.
 - b. Serve as the primary meeting scheduler for the Executive Director and prepare all necessary food, supplies, and materials for staff meetings and select committee meetings. Take and distribute the staff meeting minutes and surveys.
 - c. Provide technical support for all meetings, managing both on-site Audio/Visual (AV) equipment and troubleshooting virtual meeting features like audio and screen sharing.
 - d. Manage shared digital calendars (office & programming) in accordance with company policy. Ensure all programs/events, meetings, and holidays are accurately maintained and up-to-date for efficient scheduling, shared resource usage, and volunteer leadership engagement.
3. **Office Management:**
 - a. Maintain an accurate inventory of office and storage room supplies, performing monthly counts and replenishing as necessary.
 - b. Perform all general receptionist duties, including managing the main office line, processing incoming and outgoing mail, and maintaining organized office and filing systems.

C. KEY PERFORMANCE INDICATORS:

1. Productivity and responsiveness - turnaround time on requests and # tasks completed
2. Quality of work, with minimal need for corrections
3. Meeting preparation and follow-up, including the distribution of minutes within one week of the

- meeting date
4. Supply inventory management effectiveness
 5. Maintenance and improvement of file organization systems
 6. Staff and volunteer leadership satisfaction feedback
 7. Meet annual performance goals

D. SUPERVISORY RESPONSIBILITY:

N/A

E. INTERNAL RELATIONSHIPS:

USTA Northern Staff, Board of Directors, and other Volunteers

F. EXTERNAL RELATIONSHIPS:

USTA Members, Providers, Vendors

G. TYPICAL SCHEDULE & TRAVEL DEMANDS:

The administrative assistant is required to be on-site during working hours and maintain a predictable schedule. Travel is limited, with off-site meetings and events typically scheduled in the Twin Cities area. Although infrequent, overnight travel to attend meetings and events throughout the section may be necessary.

H. DESIRED QUALIFICATIONS & SKILLS:

1. High School diploma or equivalent required; associate degree preferred.
2. Previous administrative or office support experience preferred.
3. Proficiency with technology, including G-Suite of products (Google Drive, Docs, Sheets, Slides), virtual meeting platforms, and the ability to connect and troubleshoot basic AV equipment.
4. Exceptional organizational and time management skills.
5. Attention to detail and accuracy.
6. Excellent communication skills, both verbal and written.
7. Ability to work independently and collaboratively.
8. Professional demeanor and strong customer service skills.

I. PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is frequently required to remain in a stationary position (e.g., at a desk) or move about the office to access supplies, equipment, and other areas, and reach with hands and arms to operate controls. The employee must occasionally lift and/or move office equipment weighing up to 25 lbs. Requires close visual acuity to read, prepare data, and view a computer terminal. The noise level in the work environment is usually low to moderate. Environmental conditions of outdoor events/work environments may vary, i.e., low/high temperatures.