

TITLE: Staff Assistant

STATUS: Non-Exempt

IMMEDIATE SUPERVISOR: Administrative Services Director

PRIMARY DUTY:

- Answers telephones and enters public opinion messages into database;
- Greets visitors to the office;
- Assists with directing phone calls to office staff;
- Answers constituent requests for general information and other non-legislative inquiries;
- Monitors delivery and pickup of materials;
- Maintains front office; and
- Assists with various administrative duties

TYPICAL RESPONSIBILITIES:

- Answers and screens telephone calls for the Senator and other staff members;
- Greets and screens visitors;
- Assists constituents and others who have appointments with the Senator or staff members (e.g., ensures that the Scheduler and staff as appropriate are aware of their arrival);
- Assists executive assistant with coordination of conference rooms;
- Maintains handout literature regarding the state and the Senate;
- Signs for deliveries and forwards all deliveries to appropriate staff members;
- Maintains the office voicemail, logs all public opinion messages into database and distributes messages to appropriate staff;
- Ensures that requests for assistance are directed to the appropriate staff member;
- Maintains the reception room (e.g., waters plants, ensures magazines and hand outs are up-to-date, etc.);
- Maintains the office guest book;

- Assists Tour Director with Congressional tour requests and provides Capitol tours as needed;
- Manages flag requests;
- Reviews and logs daily voicemails into database system;
- Performs general typing and administrative assignments; and
- Performs special projects as assigned by the Administrative Services Director and Chief of Staff.

OTHER REQUIREMENTS/WORKING ENVIRONMENT:

- Regular, predictable, in-person attendance required for performance of duties;
- Has ability to communicate effectively with Senator and office staff, congressional offices, constituents, outside organizations, and others;
- Work is public-facing and requires frequent interaction with members of the Senate, the congressional community, and the public, including constituents, in a prompt, courteous and tactful manner;
- Must be able to prioritize and perform duties under pressure in a fast-paced environment; and
- Regularly uses typical office equipment, software programs, and methods of communication, including, for example, a computer, e-mail, telephone, smartphone, photocopier, fax machine, etc.