

**POSITION DESCRIPTION**

Special Districts Association of Oregon believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to only the work identified. It is expected that each employee will offer his/her services wherever and whenever necessary to ensure the success of SDAO.

**Title:** Administrative Support Specialist  
**Department:** Membership Services  
**Exempt/Non-Exempt:** Non-Exempt  
**Reports To:** Membership Services Director

New position      X Position change/update       Updated with annual evaluation

**General Position Summary:**

The Administrative Support Specialist is responsible for providing administrative support to various departments within SDAO. In addition, the Administrative Support Specialist will assist with or be assigned project-based work as needed.

**Essential Functions/Major Assignments:**

- Responsible for providing diverse administrative support functions to a wide audience within SDAO

**Risk and Claims Management**

- Provide administrative support for the Risk Management Department
- Provide timely and accurate entries into the Membership Services Log (MSL); entries include but are not limited to:
  - RMIS post visit and closing information
  - Training documentation and attendee certificates
  - PACE Legal Services activities
- Assist members with online training, background check and drug testing services set-up and ongoing questions regarding these programs
- Assist risk management consultants with writing content for monthly risk management e-newsletter.
- Assist risk management consultants with writing training descriptions.
- Assist members with the SDIS Safety and Security Grant by tracking incoming grants and managing the spreadsheet for tracking purposes
- Assist PACE members with the SawStop Grant, SawStop Blade Replacement program including tracking incoming grants and managing the spreadsheet for tracking purposes
- Assemble SDIS/PACE pre-visit service packets for new members and new key contacts
- Organize and attend the bi-monthly Risk Management Department staff meetings; includes setting agenda and facilitating meetings
- Provide excellent customer service by sending follow up emails to members for RMIS activities
- May assist with and attend multiple conferences and host the SDAO booth, providing information and customer service to members; conference include but are not limited to the SDAO Conference, OFDDA, OFCA, OFVA, ORPA, OWRC and the SDAO Golf Tournament  
 Communicate upcoming trainings, RM services and other RM activities to members.

- Assist the Director of Risk and Claims Management with administrative functions upon request

#### **Human Resources and Benefits**

- May assist with writing and developing the monthly internal SDAO newsletter in concert with HR and Benefits
- Provide additional administrative support upon request from either the human resources department or benefits which may include assistance in mailings, scanning, filing etc.

#### **Accounting/Underwriting**

- Assist the Accounting department with various administrative duties as directed; may include but not limited to scanning, filing, mailings, copying and assisting with special projects.
- Assist the Underwriting department, with administrative functions, including but not limited to filing and answering calls. The demand for these duties will fluctuate with the seasonal demands of the Underwriting department.

#### **Membership Services**

- Assist with department mailings including printing, labeling, assembling and posting
- Assist with tasks for the SDAO Annual Conference
- Assist with tasks for the annual golf tournament
- Apply for continuing education credits with Insurance Division for any requested trainings
- Track and submit for continuing education credits with Society for Human Resource Management (SHRM)
- Provide various administrative support to the membership services department upon request
- Provide backup support for phones and front desk
- Provide backup support for taking minutes

#### **Secondary Functions:**

- All other duties as assigned

#### **Job Scope:**

- The Administrative Support Specialist is responsible for their own workload but does not have influence or impact on operations, programs, expenses or budgetary outcomes
- Perform regular and routine work under direct supervision
- Follows pre-established instructions or procedures with little variation, but is encouraged to provide input and suggestions as to how to improve processes to increase efficiencies, but cannot take independent action
- Responsible for planning and scheduling own work which includes prioritizing workload to ensure deadlines are met

#### **Supervisory Responsibility:**

- None

#### **Interpersonal Contacts:**

- The Administrative Support Specialist has regular interaction, on phone, via computer email and in person, with those both inside and outside of the organization to exchange ideas and to provide and gather information, and assist members in answering all questions/issues with completeness and accuracy

#### **Specific Job Knowledge, Skill and Ability:**

- Must be proficient with Excel, Word, Access and preferably some accounting software

- Must have the skill and ability to be able to assist with the research and development of written articles and documents ensuring accurate spelling and grammar
- Must possess mathematical and detail-oriented skills with exceptional attention to detail
- Must have knowledge of basic accounting principles
- Ability to multi-task and finish projects to completion with varying deadlines
- Must be able to meet established deadlines and be able to prioritize workflow
- Ability to easily adapt to change
- Must be able to learn a wide variety of functions and duties to be able to successfully support a diverse audience
- Skill and ability to focus on providing exceptional customer services to both external and internal customers
- Must be able to collaborate effectively with both internal and external customers
- Must possess exceptional communication skills, both verbally and in writing

**Specific Job Effort:**

- There is minimal physical effort required for this position. Physical effort is limited to such as light lifting, carrying or movement.
- Physical capability involves use of office or equipment with some agility and hand/eye coordination is needed
- Tasks vary on a regular basis and the Administrative Support Specialist must determine which tasks to complete and the order in which to complete them

**Education, Experience, and Certification/Licensure:**

**Required**

- High school diploma or equivalent
- Minimum of five years of office administration experience
- OR
- An equivalent combination of education, training and experience sufficient to successfully perform the essential duties of the job

**Desired**

- Previous experience providing administrative support to a wide audience or multiple departments simultaneously with each having distinct needs and functions

**Job Conditions:**

- This position operates in a professional office environment; This position may work a hybrid schedule which includes office hours as well as working from home, but upon need/demand may be required to work in the office on a full-time basis due to the position being supportive of required office duties such as answering phones, greeting customers, sorting mail etc.
- Standard work schedule is Monday through Friday during business hours, with little variance without advance notice.
- Work environment is indoor with virtually no hazards or obstacles
- Routinely uses standard office equipment, especially computers
- In performance of the duties of this job, the employee is occasionally required to stand; walk; sit; use hands and fingers, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear; and drive an automobile.
- The employee must occasionally lift or move office products and supplies, up to 20 pounds.
- This position does occasionally require travel, within the state of Oregon, including overnight

Appointees will be subject to completion of a standard probationary period.

The essential physical abilities described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skill required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

This is an accurate description of the essential functions of my position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

*(The signature of the employee indicates this document has been read and is understood.)*

\_\_\_\_\_  
Supervisory Approval

\_\_\_\_\_  
Date

*(The signature of the Supervisor confirms the assignment of work to the employee.)*