

Job Description

Job Title: Office Assistant	Reports to: Kīpuka Office Manager
FLSA Status: Non-Exempt	Aligned Executive: VP, Chief Programs Officer
Kīpuka: Kona/Pu'uwai	Department: Programs

Job Purpose

The role of the Office Assistant is to assist the Office Manager in supporting the administrative operations of the kīpuka. The Office Assistant is the first point of contact for families, the community, and partners, and thus plays a vital role in communicating with others and demonstrating our organizational values. The position is also responsible for coordinating business functions of the facilities including the scheduling of kīpuka calendars and meeting logistics, as well as supporting the various kīpuka Leads. May also be required to work at other kīpuka as needed.

Essential Responsibilities

- Responsible for providing a warm and welcoming environment to kamali'i, families, staff, and guests visiting the kīpuka.
- Ensures internal and external calls are handled professionally and routed appropriately.
- Responsible for carrying out various administrative duties: distribute incoming/outgoing mail and deliveries; coordinate logistics, scheduling of conference rooms, order office supplies and manage all vendor relations.
- Maintains the kīpuka filing system ensuring that files are appropriately labeled, contain specific information, and are properly secured. Follows standardized procedures for permanent records' retention and retrieval.
- Processes the daily incoming and outgoing checks, billing statements, and invoices to ensure accurate reporting and timely requests for payment.
- Responsible for ensuring adequate office coverage.
- Coordinates travel arrangements for kīpuka staff.
- Maintains reception area, meeting rooms, file/copy rooms, kitchen, and other general office areas.
- Supports and implements all new computer software programs for operations and may troubleshoot minor computer problems.
- Coordinates and collaborates with our IT Department to ensure that the daily operations of all the system technologies are properly functioning i.e. computer, phones, softwares, copier, fax machine, etc.
- Participates as needed in special projects as assigned by the Office Manager and Director, Program Operations

Other duties:

- Contributes to the Trust's success by accepting new assignments, helping team members, learning new skills, and striving to improve team and organization results.

Qualifications and Competencies

- High School Diploma or Associates Degree.
- Two or more years of administrative experience.
- Warm personality with strong communication skills.
- Proficient knowledge of Mac and Microsoft Office Programs, preferred.
- Able to research broad range of topics on the internet.
- Excellent verbal and written communication skills.
- Well-organized, detail-oriented, and able to handle in-depth special projects.

Organization Competencies

- **Alignment with Queen’s legacy:** Understanding and appreciation of Queen Lili’uokalani’s story, her legacy and the Hawaiian Culture is foundational to staff’s commitment to working with our Hawaiian children, families, and communities. Demonstrates respect for and appreciation of Hawaiian values history, and culture, understanding its implication in one’s work, in fostering meaningful relationships, and in embracing the community served.
- **Ho`omau i ka `imi Na`auao (Continuous Learning and Improvement):** Committed to creating and reinforcing an environment of continuous learning and improvement.
- **Ho`ike i na Mana`o Pono (Effective Communication):** Communicates with those we serve and each other in a consistent manner that results in mutual understanding, harmony, and action.
- **No'ono'o loi (Critical Thinking and Problem Solving):** Actively and skillfully understands, conceptualizes, applies, analyzes, synthesizes, and/or evaluates information and develops and supports fact-based analyses and recommendations.
- **Ho'o kumu a'e or `Imi hakuha (Innovation):** Identifies and integrates creative ideas into new or existing services and promotes effective problem-solving.
- **Pilina Ho`ohana a me ka Hana Hilina`i (Building Relationships and Creating Trust):** Manages relationships to create optimal opportunities and move the organization forward.
- **Alu Like I ka Hana (Teamwork):** Works cooperatively and collaboratively with others throughout the organization in alignment with the organization's objectives.
- **Ho`onui I ka `Ike (Capacity Building):** Encourages personal growth by exhibiting trust and a belief in the capacity of others.

Mental and Physical Demands:

While performing the duties of this job, the employee is regularly required to sit and stand for extended periods of time and at times, lift up to 25lbs.

Terms and Conditions of Employment

As a condition of employment, employee will be subject to LT’s policies and procedures.