



JOB DESCRIPTION

GORGE ADMINISTRATIVE ASSISTANT

FLSA STATUS: Non-Exempt **GRADE:** 3
REPORTS TO: Natural Resource Specialist **DIVISION:** Water Sales
WORK LOCATION: Canyon Lake GBRA Gorge Property
EFFECTIVE DATE:

SUMMARY

The Administrative Assistant supports the Guadalupe-Blanco River Authority's (GBRA) Canyon Lake Office with administrative activities associated with: operations, educational outreach, tours, safety, resource management and protection, marketing and facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide all administrative support for office operations, to include answering phones, customer interaction, tour and volunteers scheduling, tour sign-ups and check-in, cash register accountability, credit card processing, educational programs, volunteer training, inventory maintenance, meeting minutes and agendas, hosting logistics for meetings, and website administration.
- Serve as first point of contact for arriving tourists and visitors to the Gorge.
- Assist with maintaining financial records and documents, budget entries and balances, and submitting invoices.
- Prepare reports and other organization accountability documents.
- Support marketing, promoting and monitoring of organization programs and endeavors through use of social media platforms and community outreach.
- Perform all other related duties as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Good relationship building skills with an ability to prioritize and work with a variety of internal and external associates.
- Strong attention to detail, proofreading, administrative and organizational skills.
- Excellent written and verbal communication skills; ability to write, speak, preparing visual aids, and interact clearly and professionally.
- Skills in Microsoft Office programs: Word, Excel, PowerPoint, Publisher, Outlook.
- Exceptional customer service skills, over the phone, using email messaging, and in person.
- Strong problem solving, multi-tasking and time-management skills.
- Ability to perform work assignments accurately and on time with little or no supervision.
- Interpersonal skills to deal with a diverse range of people including staff, volunteers, community supporters, educational leaders, and the general public in an office, classroom, and outdoor setting.

- Ability to assist the public understand the basics of the Gorge’s history, natural significance, and tour talking points established by the Gorge Preservation Society.
- Ability to handle sensitive information with the highest degree of integrity and confidentiality.
- Able to work flexible hours to include some events in the evening and on weekends.

EDUCATION/CERTIFICATIONS

- High School diploma
- Proficient in Microsoft Word, Excel, PowerPoint, Publisher, and Outlook.
- Current valid driver’s license and ability to remain insurable under GBRA’s vehicle liability policy.

EXPERIENCE

Prefer at least five years of experience in office administration, working with group projects, and volunteers.

MANAGERIAL RESPONSIBILITIES

None

PHYSICAL DEMANDS

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

Standard physical activity such as periodic standing, walking, sitting, and basic motor skills to operate necessary computer programs. Physical ability to lift items up to 25 pounds and stock merchandise on shelves using a step-stool.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. A few evenings and some non-standard work hours are required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENTS

Employee Signature

Date

The above statements are intended to describe the general nature and level of work performed by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Management retains the right to add or to change duties, education/experience/skills requirement of the position at any time.