

## Job Description Midwest Dairy Association

**Job Title:** Program Assistant – Business Unit East (St. Paul)

**Department:** Shared Services

**Reports to:** Director, Human Resources and Events

**Date:** January 2021

**Purpose:** This role provides administrative support to the Business Unit East (BU East), Iowa State Dairy Association (ISDA) and the Vice President of the BU East team to maximize efficiency and productivity of the positions and achieve successful program results.

### Key Result Areas

<b>A.</b>	<b>Provides administrative support to Business Unit East (BU East) Managers to support the achievement of their goals and objectives.</b>	<b>55%</b>
	<ol style="list-style-type: none"> <li>1. Coordinates mailings, materials, and printing projects for staff.</li> <li>2. Assist staff with various support tasks as needed.</li> <li>3. Coordinate and oversee logistics for meetings as requested.</li> <li>4. Maintains files and records as needed per guidelines.</li> <li>5. Provide support on projects and programs.</li> <li>6. Create, integrate and implement documents, processes and efficiencies where necessary.</li> <li>7. Provide support for events/meetings including webinars and video conferences.</li> <li>8. Work with budget managers to process financial documents.</li> </ol>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
<b>B.</b>	<b>Provides administrative support to the Vice President of BU East Operations to assure all administrative duties are handled in a timely manner and are complete.</b>	<b>30%</b>
	<ol style="list-style-type: none"> <li>1. Provides executive level support with high level of accuracy and attention to detail.</li> <li>2. Prepares reports and documentation as requested.</li> <li>3. Create, integrate and implement documents, processes and efficiencies where necessary.</li> <li>4. Provides communications link between VP of BU East and other staff.</li> <li>5. Provide direct support to the VP of BU East with needs specific to carrying out BU East/strategy goals.</li> <li>6. Coordinates meetings, hotel arrangements and prepares meeting materials.</li> <li>7. Schedule team meetings/calls as directed.</li> <li>8. Participate in BU East team meetings/conference calls as requested.</li> </ol>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
<b>C.</b>	<b>Provide administrative support to ISDA.</b>	<b>10%</b>
	<ol style="list-style-type: none"> <li>1. Serve as the administrative assistant by providing support for ISDA meetings, events, and mailing/correspondence projects.</li> <li>2. Provide support to the ISDA Director as requested.</li> <li>3. Coordinate and plan ISDA meetings and events.</li> <li>4. Assist with membership services through database management.</li> <li>5. Maintains files in an orderly manner.</li> </ol>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
<b>D.</b>	<b>Provide back-up support to the Shared Services Team.</b>	<b>5%</b>
	<ol style="list-style-type: none"> <li>1. Provide administrative support to St. Paul office staff as directed.</li> </ol>	

	2. Phone team: answer and direct incoming calls as available, provide back-up for other staff when needed. 3. Provide support to ensure efficient and effective delivery of activities for a specific location, team or remotely located employees.	*
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\*Essential Functions are defined as those functions that an individual who holds or desires the position must be able to perform unaided or with reasonable accommodation. Functions may be considered essential if:

1. the position exists for performance of the function
2. a limited number of employees can perform the function, and it, therefore cannot be reassigned; or
3. the function is specialized and requires certain expertise to perform it.

### **Job Specifications**

#### **Education and Experience:**

High school diploma and three or more years of administrative or secretarial experience; or a combination of education and experience, providing equivalent knowledge. An Associate Degree or Business School Certificate, or completion of college coursework is desirable.

#### **Knowledge, Skills and Abilities:**

##### ***Knowledge:***

1. Knowledge of office procedures.
2. Knowledge of organization's mission, policies and procedures.
3. Knowledge of and ability to apply mathematical and analytical concepts and how they apply in the business world.
4. Knowledge of and ability to use personal computer including computer programs such as Creative Suite, Adobe, SharePoint, Microsoft Office software, including Word, Excel, PowerPoint and Outlook.
5. Knowledge of and ability to use database software.
6. Knowledge of and ability to use office equipment including telephone, copier, calculator and fax.
7. Knowledge of project management skills and the ability to deliver projects consistently at targeted deadline dates.

##### ***Skills:***

1. Skill of preparing written materials to meet purpose and audience and creating reports and summaries.
2. Skill of organizing and directing multiple projects and complicated mailings.
3. Skill of taking notes at meetings and preparing minutes.
4. Skill of developing and maintaining relationships with external and internal customers.
5. Skill in meeting coordination.

##### ***Abilities:***

1. Ability to organize, manage and complete activities to maximize the total time available.
2. Ability to prioritize and schedule duties independently without direct supervision.
3. Ability to categorize, organize, sort and place information or documents into files for storage and retrieval.

4. Ability to select a course of action to resolve a specific problem or issue.
5. Ability to communicate effectively and work cooperatively with all customers and staff members.
6. Ability to perform with a high degree of accuracy and with a strong attention to detail.
7. Ability to travel to meeting and event sites, and move materials weighing up to 40 pounds.
8. Ability to travel overnight as occasionally requested.

**Physical Demands:** While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and finger, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop and kneel. Vision abilities required by this job include close vision.

**Work Environment:** While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is working in an office/home office environment. The noise level in the work environment is quiet to moderate.