

Job Description
Midwest Dairy Association

Job Title: Program Assistant – Business Unit South, Business Unit West, Corporate Communications (St. Paul)

Department: Shared Services

Reports to: Director, Admin Services and Events

Date: December 2021

Purpose: This position is responsible for providing administrative and clerical support services to Business Unit South (BU South), Business Unit West (BU West), Corporate Communications, and the Manager of Research and Insights to maximize the efficiency and productivity of the positions and achieve successful program results.

Key Result Areas

A.	Provide administrative and clerical support to the Vice President of BU South Operations and BU South Managers to support the achievement of their goals and objectives and ensure all administrative duties are handled in a timely manner and are complete.	25%
	<ol style="list-style-type: none"> 1. Provides communications link between VP of BU South and other staff. 2. Provide direct support to the VP of BU South with needs specific to carrying out BU South/strategy goals. 3. Coordinates meetings, hotel and travel arrangements, and prepares meeting materials. 4. Participate in BU South team meetings/conference calls as requested: schedule run team conference calls, take meeting minutes for team conference calls and distribute to staff. 5. Coordinates mailings, materials, and printing projects for staff. 6. Prepare, draft, create and assemble materials for meetings, presentations, events, etc. 7. Provide support for events/meetings. 8. Coordinate meetings, hotel and travel arrangements as requested. 9. Respond to telephone calls as requested, in the absence of the staff; address questions and/or provide information, as appropriate. 	* * *
B.	Provide administrative and clerical support to the Vice President of BU West Operations and BU West Managers to support the achievement of their goals and objectives and ensure all administrative duties are handled in a timely manner and are complete.	25%
	<ol style="list-style-type: none"> 1. Provides communications link between VP of BU West and other staff. 2. Provide direct support to the VP of BU West with needs specific to carrying out BU West/strategy goals. 3. Coordinates meetings, hotel and travel arrangements, and prepares meeting materials. 4. Participate in BU West team meetings/conference calls as requested: schedule run team conference calls, take meeting minutes for team conference calls and distribute to staff. 5. Coordinates mailings, materials, and printing projects for staff. 6. Prepare, draft, create and assemble materials for meetings, presentations, events, etc. 7. Provide support for events/meetings. 8. Coordinate meetings, hotel and travel arrangements as requested. 	

	9. Respond to telephone calls as requested, in the absence of the staff; address questions and/or provide information, as appropriate.	
C.	Provides administrative and logistical support for projects, initiatives, and programs within the Corporate Communications team.	25%
	<ol style="list-style-type: none"> 1. Provide administrative support to the Corporate Communications staff. 2. Schedule and run team conference calls, take meeting minutes for all team conference calls as requested and distribute to staff. 3. Assist in with activities for Midwest Dairy News and other newsletters. 4. Assist with maintaining Dynamics and manage media/communications contact lists. 5. Maintains electronic & hard copy files and records. 6. Prepares materials and organize mailings as needed. 7. Work with budget managers to processes financial documents as directed. 	
D.	Provide administrative and clerical support to the Manager of Research and Insights.	15%
	<ol style="list-style-type: none"> 1. Runs reports as requested. 2. Provide support on projects and programs. 3. Provides support for meetings/conferences. 	* *
E.	Contribute to efficient office operations by supporting the St. Paul Office	10%
	<ol style="list-style-type: none"> 1. Provide local support to ensure efficient and effective delivery of support activities for a specific location, team or remotely located employees. 2. Phone Team: answer and direct incoming calls when available, provide back-up support for other staff when requested. 3. Provide administrative support to the St. Paul office staff as directed. 	* *

*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 organizing and directing printing, compiling folders, compiling complicated mailings, as needed by staff.
2. Skill of taking notes at meetings and preparing minutes.
3. Skill of preparing written materials and creating reports and summaries.
4. Skill of developing and maintaining relationships with external and internal customers and staff and work cooperatively and collaboratively within a team and maintain positive relationships.
5. Skill of using all office machines, such as photocopier, fax, folding machine, etc.

Abilities:

1. Ability to work cooperatively and collaboratively with a team of individuals to make the work of the group successful and effective.
2. Ability to select a course of action in order to resolve a specific problem or issue.
3. Ability to prioritize and schedule duties independently without direct supervision.
4. Ability to handle multiple tasks at one time.
5. Ability to travel to meeting sites, lift 50 pounds, and set up AV equipment.
6. Ability to prioritize and schedule duties independently without direct supervision.
7. Ability to travel overnight to Midwest Dairy staff meetings and others as 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 environment. The noise level in the work environment is quiet to moderate.