



LUSO-AMERICAN FINANCIAL
A Fraternal Benefit Society



JOB DESCRIPTION: Administrative Assistant - East

REPORTS TO: Manager Fraternal Services - East

Salary Classification: Non-Exempt

Status: Full Time

Summary: Perform duties related to diverse office functions. Varied clerical and support duties may be assigned in accordance with the office policy and procedures of the Society and may include a combination of answering telephones, bookkeeping, typing or word processing, marketing, office machine operation, and filing.

Principal Duties and Responsibilities:

- Pleasantly greets and attends to the needs of walk-in business at location in New Bedford, Massachusetts.
- Provides outstanding customer service to membership by telephone and email; directs as required incoming calls to appropriate individual or department.
- Responsible for updating member contact/profile information and other general customer service issues.
- Performs wide variety general clerical and administrative duties in the office including management of supplies.
- Collaborates with supervisor regularly to see what tasks or duties are priorities.
- Assists in preparation and mailing of various forms - change of beneficiary, name change, lost policy information, etc.
- Marketing related tasks under the direction and supervision of Manager of Fraternal Services – East, Secretary and EVP:
 - a) Collaborates with Dublin home office staff for posting on social media and development of various corporate marketing flyers, brochures, etc. to accomplish a consistent marketing presence of the Society for both coasts.
 - b) Assists with organization, development and publication of content as it pertains to the newsletter and annual "LUSO Magazine".
 - c) Provide support and additional ideas for various company marketing initiatives and other promotional opportunities.
- Provides support to the Manager of Fraternal Services – East with various fraternal details as they pertain to lodge visits, meetings, and conventions (i.e. including, but not limited to the following: making copies; organizing reservations, delegate packages, mailings, etc.)

NOTE: The above assignments are subject to revision from time to time on the basis of need to maintain an efficient operation of the Society's affairs.

Qualifications:

- Associate's degree (A. A.) or equivalent from two-year College or technical school; or six months to one-year related experience and/or training; or equivalent combination of education and experience preferred.
- Strong written, verbal, and interpersonal communications skills including ability to listen attentively and to communicate information clearly and effectively
- Take pride in quality of work and attention to detail.
- Professional in-person and phone presence and etiquette.
- Capacity to work with little to no supervision using effective time management and organizational skills.
- Completes tasks and projects within deadlines.
- Ability to handle multiple priorities simultaneously in a fast-paced environment.
- Computer skills including knowledge of database management software including Excel, Microsoft Word, PowerPoint, MS Publisher, Adobe Acrobat, use of Outlook E-mail at a highly efficient level.
- Cooperate with co-workers to maintain a respectful environment and appropriate interaction with others in the workplace.
- Responsible for time sensitive material.

Competencies:

- **Technical Skills** - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- **Ethics** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- **Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time

Working Conditions:

- Work schedule: Monday-Friday, 8:30-5:30; variable – occasional evening and weekend schedule
- Normal for an office based environment