

**TITLE:** Information Officer – Administrative Assistant (Lowell office)

**EMPLOYER:** NEIWPC, Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

**LOCATION:** Wannalancit Mills, 650 Suffolk Street, Suite 410, Lowell, MA 01854

**BACKGROUND INFORMATION:** NEIWPC is a regional commission that helps the states of the Northeast preserve and advance water quality. We engage and convene water quality professionals and other interested parties from New England and New York to collaborate on water, wastewater, and environmental science challenges across the regions, ecosystems, and areas of expertise.

**JOB SUMMARY:** Provides administrative and meeting & event support to Programmatic Divisions (Water Quality, Water Resource Protection, and Wastewater) and Business Divisions (Business Operations, Human Resources, Communications, and Fiscal). Assists staff to optimize workflow in the office.

This is an in-office position. Duties will be performed largely in an office setting, but with need for limited travel for which a valid driver's license and private means of transportation must be available. Position will require travel both regionally and nationally. Will require occasional night and weekend work.

**DUTIES AND RESPONSIBILITIES:** The incumbent will work with the Business Operations Staff to provide support to assigned functional groups in the Lowell office.

**Business Divisions:**

- Support the Executive Director, Business Operations Director, Meeting & Event Planner, and Executive Committee and Commissioners.
- Assist with correspondence and documentation, upkeep of procedural documents, bulk mailings, and database and file upkeep.
- Assist with meeting and conference planning, including venue research, attendee and exhibitor correspondence, booking travel arrangements, event set-up and onsite registration, attendee travel reimbursements, and reporting.
- Coordinate and maintain a calendar of internal staff events such the annual All Staff Meeting, new hire orientations, workgroup meetings, holiday celebrations, summer and winter outings, community cleanups, and other networking activities.

**Programmatic Divisions:**

- Support the division staff with correspondence with state and federal employees, material preparations, internal and external meetings, reporting, and purchasing.
- Provide certifications and training support, process and track payments, and assist with webinars.
- Assist with incoming questions regarding any of NEIWPC's programs.

**General Administrative Support:**

- Greet office guests, answer and route telephone calls, sort and distribute mail, manage general email inbox, and order and organize office supplies.
- Assist with and coordinate basic printer and fax maintenance.

- Provide presentation and document editing, website edits, routine reporting, and general administrative support.

Other duties, as assigned by supervisor.

**SUPERVISORY CONTROLS:** Incumbent operates with some independence of action within their area of activity. Job performance is evaluated by the Business Operations Director in consultation with the other NEIWPCO project managers being supported, as appropriate.

The incumbent will rely on their ability, expertise, and commitment to excellence. They will also demonstrate behaviors that are essential to NEIWPCO's culture of honesty, ethical behavior, personal integrity, respect for others, transparency, hard work, and collaborative teamwork.

Based on assignment, incumbents of positions at this level may exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to, and review the performance of 1-5 technical or professional personnel; may exercise indirect supervision (i.e., through an intermediate level supervisor) over 6-15 technical or other personnel; and/or may exercise functional supervision (i.e., over certain but not all work activities, or over some or all work activities on a temporary basis) over 1-5 technical or professional personnel.

**REQUIREMENTS:**

- A valid driver's license and access to own transportation is required.
- Attendance is mandatory in the Lowell office for a one-day orientation and at the annual All Staff Meeting (held the last Thursday and Friday in March each year).
- The work performed requires the exertion of moderate physical effort and lifting up to 50 lbs.
- This is a full-time position. This position requires incumbent to be in the office or at the assigned work location Monday – Friday within the hours of 8:00am-4:00pm or 8:30am-4:30pm. After six months of employment, this position may be eligible for a partial telework schedule, subject to approval and determined by program and office needs. Telework schedules are authorized by the Executive Director.

**PREFERRED QUALIFICATIONS:**

A bachelor's degree in one of the following: business administration or business management, hospitality, information technology, communications, or a related field.

At least three years of full-time or equivalent part-time, technical or professional experience in the above-mentioned fields, of which at least one year must have been in a professional capacity.

**Personal Characteristics**

- Naturally prone to action with a focus toward continuous improvement and is committed to contributing to the overall success of NEIWPCO.
- Ability to build collaborative relationships across NEIWPCO and our partners.
- Approachable and diplomatic in all interactions.
- Able to manage change and articulate the "value case" for it.
- A team player who is inclusive and willing to help others.
- Dependable and capable of fostering trust.
- Accepts responsibility and is accountable for results.

- Ability to write concisely to express thoughts clearly and to develop ideas in logical sequence.
- Ability to exercise discretion in handling confidential information.
- Excellent organizational skills and the ability to prioritize key deliverables.

**Special Knowledge and Skills**

- High degree of multi-tasking and time management capability
- Ability to review, proofread, and edit documents and presentations as needed
- Experience with Windows computer systems
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, and Access)
- Experience with computerized telephone systems
- Excellent grammatical, organizational, and interpersonal skills
- Ability to work independently and as part of a team
- Integrity and professionalism
- Willingness to cover colleagues in the event of workflow issues or absences
- Punctuality
- Ability to maintain confidentiality
- Attention to detail

**SALARY:** Salary dependent upon level of experience and qualifications.

**BENEFITS:** Generous benefits package provided, which includes vacation, personal and sick leave, paid holidays as determined by office location; health, dental, disability and life insurance; retirement plan. This position requires the incumbent to work five days a week, 7 ½ hours per day, except for approved compensatory time.