

## **Administrative Team Receptionist Full-Time**

[Iowa Corn](#)

Johnston, IA

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**POSITION SUMMARY** The person in this position is the first face and voice of Iowa Corn Growers Association (ICGA) and serves as an ambassador of our organization. The Administrative Team Receptionist will support the mission of the Iowa Corn Growers Association and related organizations by providing administrative support to the organization as members of the Administrative Team. Will provide administrative support through collective efforts, resulting in a well-run, friendly, and time- and cost-efficient office. Manages the daily administrative functions of the front desk, reception area and phone system to enhance internal communications and performs a key hospitality role for all guests and visitors. Assists other team members in various projects and assignments appropriate for the reception area of the Association.

**ESSENTIAL FUNCTIONS** The following are the essential duties of this position and do not include marginal functions that are incidental to the performance of fundamental job duties. The scope and duties of a given position may change or be temporarily altered based on the business needs of the Iowa Corn Growers Association.

### **1. Internal Administrative Support**

- a. Manage all administrative functions of front desk, greeting and directing guests, providing optimum customer service.
- b. Monitor incoming faxes and distribute appropriately.
- c. Knowledge of phone system.
- d. Handle service calls for office equipment.
- e. Maintain appropriate inventory of office supplies.
- f. Process incoming mail daily and distribute accordingly.
- g. Collate checkoff applications.
- h. Log incoming memberships and create internal batch tally sheets.
- i. Manage catering for internal meetings.
- j. Orders business cards for staff and Board, name tags, and name plates for new hires or newly elected Directors and new committee members.

k. Provide assistance with mailings for Iowa Corn related projects.

l. Process UPS for pickup daily.

m. Share taking mail to post office at the end of day.

n. Process mailings for county or district events.

o. Process welcome packets for memberships.

2. External meetings a. Assist with event preparations, materials, and mailings. b. Coordinate dinners for board meetings and other events as required. Department: Administration FLSA Status: Non-exempt Location: Iowa Corn Growers Association (ICGA) Johnston Office Position Type: Full-Time Reports To: Administrative Services Manager Grade/Level: Directs: N/A Last Update: 8/29/2024 Job Description Administrative Team Receptionist 2024 Page 2 of 3

## QUALIFICATIONS

Education Required: Education Preferred:

- High School diploma or equivalent.
- Associate degree or equivalent from a two-year college or technical school.

Experience Required:

• Experience in a related field of work with high level of customer service with basic computer & phone knowledge. Position Requirements:

- Ability to learn on the job and adapt to challenges.
- Strong written and verbal communication skills.
- Proficient organization and time-management skills.
- Ability to provide excellent customer service and work well in a team environment.
- Understand the need to support the organization to work effectively by adhering to the attendance and punctuality standards and does not burden co-workers and supervisors unfairly with unnecessary and unplanned absences and lateness.
- Analytical and highly motivated individual with acute attention to detail.
- Must handle sensitive or confidential information with discretion.
- Ability to use effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to interact with a wide range of people including farmers, government officials, and non-government organizations (NGOs).

- Ability to keep the Administrative Procedures Manual and receptionist tasks updated in OneNote. Reasoning Ability:
- Ability to apply common sense understanding to carry out detailed but uninvolved or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Computer Skills:
- Ability to perform basic functions such as typing a letter and using basic commands such as setting tabs, opening, and closing files, and formulas. Prior experience with a computer terminal and/or PC.
- Able to work efficiently with Word, PowerPoint, Excel, Outlook, Microsoft Teams, Office 365/SharePoint, and OneNote to complete job tasks. Decision Making:
- Responsibilities are guided by a set of guidelines that provide methods for problem solving. Decisions are made within these guidelines initially, and a supervisor is informed afterwards.
- Supervisor regularly reviews the activities to determine if the guidelines have been followed.

**WORKING ENVIRONMENT** This position works mostly in an office environment. It is a quiet environment that is temperature controlled, ventilated, and well-lit. Working conditions will include a desk space where most of the shift will be spent, and it provides open space to work in.

**PHYSICAL DEMANDS** This position requires sitting for extended periods of time. Walking is required frequently. Reaching with hands and arms and standing is occasionally required. Requires the ability to lift up to 10 pounds often and up to 25 pounds occasionally. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position