
JOB DESCRIPTION

TITLE: COOPERATIVE SERVICES ADMINISTRATOR (REV 04_2022)

SUMMARY:

The CSA supports DCECs executive and management level leadership with dedicated executive administration and support of scheduling, travel and departmental event coordination, and streamlining administrative processes. This role will include frequent communication and interaction with senior-level personnel, Directors, and external collaborators and contacts to assist with departmental objectives.

EDUCATION/EXPERIENCE/QUALIFICATIONS:

Bachelor's degree in business administration or a STEM discipline.

2+ years of experience supporting administrative functions at the executive level (CAA certification preferred)

Preferred Qualifications:

- Ability to observe strict confidentiality in all aspects of services provided.
- Ability to effectively exercise discretion and judgment in handling confidential/proprietary information
- Ability to thrive in a fast-paced environment and operate with a high sense of urgency.
- Ability to work well under pressure while maintaining a professional demeanor.
- Ability to show and demonstrate on a consistent basis initiative, professionalism, poise and flexibility and work within an environment of frequent interruptions, conflicting priorities, and varying workloads.
- Strong interpersonal skills with the ability to interface effectively with a wide variety of internal and external stakeholders.
- Highly developed written communication skills, including report writing, presentations, email correspondence and verbal communication skills, particularly in dealing with people of diverse backgrounds.
- Advanced experience in in Microsoft Windows operating systems and Microsoft Office applications including Microsoft Word, PowerPoint, Excel, and Outlook.
- Excellent calendar management skills and demonstrated history of complex scheduling with consistent follow through.
- Proven ability to work independently.
- Project management skills.
- Strong organization and prioritization skills; demonstrated history of successfully managing multiple concurrent initiatives and maintaining one's own workflow.
- Demonstrated ability to meet project deadlines.
- Ability to anticipate needs, resourcefulness and responsiveness are essential.
- Ability to consistently strive for excellence and exercise good judgment.
- Understanding of HIPAA and importance of privacy of employee data



WORKING CONDITIONS:

The majority of the work schedule will be performed at the Delhi, NY headquarters. Must be willing to assist with service restoration during storms. Overtime may be required at times of heavy workload or outage emergencies. Occasional travel for meetings, seminars and conferences may be required.

REPORTING RELATIONSHIPS:

Reports to: CEO

Supervises: None

Internal

- Board, Management and Staff

External

- Members: assist in answering questions and concerns
- Public: maintains relationships that will command respect for the Cooperative
- Utilities: assists in coordinated mutual aid efforts and assists with state, regional and national association endeavors
- Local, county, state, and federal governmental agencies: to confer and coordinate with scheduling meetings and events.

DUTIES & RESPONSIBILITIES:

Functional Areas:

- Board Relations
- Executive Support
- Departmental Support
- Member Services Support
- Website/Facebook/LinkedIn Maintenance, Content and Communication
- Human Resource/ Benefits Administration Support
- A/P Accounting Support
- Grant Writing/ External Funding

General:

- Independently perform special projects that require a combined knowledge of administrative needs and technical operations.
- Complete accurate and detailed leadership department expense reporting and other departmental reports.
- Prepare draft documents for studies, scoping plans, contracts and grant submissions in collaboration with Management and departmental supervisors.
- Prepare and process all related documents for member meetings including monthly Board materials.
- Monitor, maintain and update social media including website, Facebook and LinkedIn.

- Respond to a wide variety of requests for information, policies and procedures, and executive action. Analyze needs and problems and determine approach and priority.
- Assist with contract administration as needed including obtaining signatures, scanning and electronic filing.
- Track internal and external contacts and maintain contact database.
- Utilize efficient time management with the nuances of complex administrative assistance at the executive level.
- Maintain confidentiality in all aspects of team and company information.
- Provide administrative support in Accounts Payable and Human Resources functions as needed.
- Provide back-up administrative support to other departments as necessary.
- Provide executive leadership with extensive and continuous calendar management, domestic and international travel management, expense management, event registrations and detailed meeting plan management, and all other executive support.
- Act as representative of executive leadership regarding internal and external relations and correspondences and screening communications.
- Project Management Lead for planning and successful completion of all meetings and related activities of the Membership including Annual Meeting, Special Meetings, Advocacy Meetings, Nominating Committee Meetings and other identifiable events.
- Coordination of all meetings, creating PowerPoint presentations, coordinating monthly reporting, use of Excel spreadsheets and ordering equipment, etc.
- Arrange on- and off-site meetings, events, appointments & travel for Board, Management and departmental leadership (including employee trainings and incoming/outgoing mutual aid) with supporting materials as needed.
- Ensure that executive leadership is informed of priorities, deadlines and challenges.
- Assist executive leadership in tracking key operational metrics by organizing and compiling data, researching facts, and coordinating information retrieval.
- Arrange teleconferences, domestically and/or internationally.
- Available at various hours for business-related tasks during regular business working hours and periodically during off-hours (evenings and weekends).
- Other duties as required.



Certifications/Licenses:

Must maintain a valid driver's license with an acceptable driving record.
Certification as a Certified Administrative Assistant (CAA) or related certification preferred.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of members or employees of organization.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, talk and hear. The employee is regularly required to stand, walk or sit. The employee will routinely lift and/or move a minimum of 50 pounds. Must be available for scheduled after hour call outs.

SALARY: Commensurate with experience and qualifications

BENEFITS: Consistent with other salaried management employees

TIME REQUIRED FOR FULL COMPETENCY: Two Years

THIS POSITION IS NON-UNION, FSLA EXEMPT