



Administrative Assistant to the VP-CTO

Description

The Administrative Assistant to the Vice President-Chief Technical Officer (*VP-CTO*) reports directly to the VP-CTO, and interfaces with other executive staff and the rest of the organization as a whole. The Administrative Assistant will routinely assist the Network Operations Center (*NOC*) Staff and serves as a bridge between affiliates, contractors, and vendors. Additionally, the Administrative Assistant is responsible for many industry specific duties. Keys to effectiveness in this role are being proactive, organized and analytical, while using strong business judgment and communication skills to interact with a variety of people. Business matters shall be executed with confidentiality while following company policies and guidelines.

Job Duties Overview

This assignment demands an extremely competent administrative professional who is comfortable handling a variety of work assignments. The ideal person will possess sound judgment and decision-making skills along with a high degree of courtesy, tact, diplomacy and discretion to manage work of a critical and oftentimes confidential nature in a timely and professional manner. Duties performed require standard and advanced secretarial and administrative skills. Duties include, but are not limited to routine administrative duties such as; filing, document and report preparation, scheduling, etc. Certain industry specific duties include, but are not limited to; managing and coordinating inventory, equipment and supplies between HCI and its network affiliates, contractors, vendors and staff as well as other industry specific duties including, generating and maintaining access cards, scheduling routine maintenance, and number porting are a few vital examples.

Routine Administrative Functions:

- Prepare incoming/outgoing physical mail, email
- Fax/Scan
- Document preparation, distribution, and recording
- Filing/Record keeping
- Scheduling: Microsoft Outlook calendar, vacation calendar, meeting coordination
(*Calendar management requires interaction with internal staff, as well as consultants, vendors, and network partners to coordinate a variety of meetings*)
- Coordinate travel schedule and reservations for CTO as requested
- Prepare, develop, and maintain records/reports
- Handle incoming and outgoing communications including telephone calls on behalf of CTO or NOC Staff as required
- Shipping/receiving (all shipping services i.e. UPS, FedEx, USPS)

Essential Industry Specific Functions:

- Effectively prioritize and manage multiple projects simultaneously
- Generate/Maintain Access Cards (*staff, vendors, contractors, etc.*)
- Scheduled maintenance and reporting: Equipment huts, filters, HVAC generator inspections

- Invoice processing
- Porting ins/outs for approximately 12 different companies
- Acquire 800 numbers for 911 services
- Inventory, Shipping/Receiving
 - Perform counts and ensure all inventory is accounted for and reported according to company policy
 - Maintain adequate inventory levels to meet customer and staff demand
 - Investigate and correct discrepancies in reported quantities and locations of all inventory
 - Assess inventory output on a daily, weekly, or monthly basis to identify trends in productivity
 - Manage cycle counts of product inventories on a regular basis
 - Coordinate equipment deliveries from all sources to ensure complete and timely delivery
 - Place and receive orders in a timely and accurate manner
 - File claims when defective products are discovered
 - Check date-sensitive products for expiration and facilitate removal or transfer of product as needed
 - Establish trusted relationships with suppliers to ensure quality service and cost-effective deals
 - Closely work with product vendors, staff, and CTO to establish the accuracy of orders and site readiness
 - Maintain records with accurate up-to-date information regarding acknowledged shipping dates, for delivery as well as; shipment/billing schedules
 - Interface with vendors to resolve and clarify issues with respect to ensuring correct equipment deliveries
 - Initiate sales and purchase orders to vendors according to company requirements

Skills/Knowledge

- Proficiency using a variety of office/desktop solutions including Microsoft Office (Outlook, Excel, Word, and PowerPoint)
- Ability to develop documents, reports, and spreadsheet data with extreme accuracy
- Strong organizational skills
- Extraordinary customer service and team building skills
- Ability to manage multiple priorities and meet time sensitive demands
- Knowledge of shipping/receiving process
- Inventory/supply management
- General understanding of telecom and/or broadband industry is a plus (*examples: telecommunication operations, terminology, procedures, and equipment*)
- Overall knowledge of business, general office procedures and business language composition
- Physical requirements: periodic standing, stooping, lifting
- General office tasks: Typing, faxing, scanning, answering phones, etc.

Education/ Qualifications

- High school education or equivalent is required
- An Associate's Degree or equivalent from a two-year college or certificate of higher learning in the secretarial science or business logistics field of study is preferred
- 3+ years in administrative support or secretarial role or
- 1+ years in high-level executive administrative support position is also preferred