POSITION ANNOUNCEMENT
Reno, NV

Administrative Assistant
Juvenile and Family Law Programs
Family Violence and Domestic Relations

Salary Range: $14.42 - $18.27 per hour, DOE 
FLSA Status: Non-Exempt

The National Council of Juvenile and Family Court Judges (NCJFCJ), a non-profit organization headquartered in Reno, NV, pursues a mission to improve courts and systems’ practice and raise awareness of the core issues that touch the lives of many of our nation’s children and families. A leader in continuing education opportunities, research, publication development, technical assistance, and policy development in the field of juvenile and family justice, the NCJFCJ is unique in providing practice-based resources to jurisdictions and communities nationwide.

NCJFCJ values staff who are independent, creative, tenacious, resourceful, dependable, and passionate about their work. NCJFCJ staff work collaboratively in a team setting to achieve this mission.

NCJFCJ’s Juvenile and Family Law Programs is seeking a full-time Administrative Assistant to join the Family Violence and Domestic Relations’ multi-disciplinary and highly dedicated team. This position will serve as the primary staff for webinar coordination and support using the Adobe Connect platform. Experience with Adobe Connect is desired, but not required.

This position will involve coordinating, scheduling, and providing live support for webinars and related practice sessions; serving as a registrar; setting up and managing webinar meeting and seminar rooms; securing materials from requestors, closed captioning, and interpreters as needed; preparing and providing post-webinar materials to requestors; troubleshooting and resolving scheduling and technical issues; communicating with the program team and about webinar support needs; and providing technical assistance on the Adobe Connect platform.

The successful candidate should have experience with or the ability to:
- Become proficient in Adobe Connect
- Anticipate and correct scheduling conflicts
- Place team and project success before individual success
- Demonstrate a love for or comfort with technology
- Work in a team environment
- Quickly solve problems while remaining calm and professional
- Follow directions and take initiative

The skills necessary for this position include:
- High attention to detail
- Strong organizational and time management skills
- Strong and effective verbal and written communication skills
- Proficiency in Microsoft Office 2010 (Word, Access, Excel, Powerpoint)
This position may require lifting/carrying (with assistance) up to 50 lbs. and occasional travel, locally and nationally.

This position reports to Amy Pincolini-Ford, Program Director, Technical Assistance. A detailed job description follows.

The NCJFCJ offers a comprehensive salary and benefit package that includes medical/dental/vision/prescription coverage for employees and their dependents, life, insurance, and retirement savings plan with employer match. If you are a dynamic and professional individual who appreciates challenging and rewarding work, works well in a team environment, and is committed to getting the job done, we invite you to submit your application materials as outlined below.

FOR FULL CONSIDERATION, applicants must submit the following documents no later than 5:00 p.m. (PST), April 5, 2015:

- Tailored Letter of Interest
- Résumé or CV
- National Council Application form (available at www.ncjfcj.org)

Please direct all of the required application materials to:

Email (preferred): hr@ncjfcj.org

Hard Copy:
National Council of Juvenile and Family Court Judges
Lauri Watkins, Human Resources Generalist
P.O. Box 8970
Reno, NV 89507

~ NCJFCJ is proud to be an EOE AA M/F/Vet/Disability Employer ~
# NATIONAL COUNCIL OF JUVENILE AND FAMILY COURT JUDGES
## POSITION DESCRIPTION

### ADMINISTRATIVE ASSISTANT

<table>
<thead>
<tr>
<th>Job Data</th>
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<tbody>
<tr>
<td><strong>Pay Grade:</strong></td>
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<tr>
<td><strong>FLSA Status:</strong></td>
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<td><strong>Reports To:</strong></td>
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<td><strong>Date:</strong></td>
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### Job Summary

The Administrative Assistant provides high-level administrative, clerical, and program support as directed. The Administrative Assistant must be flexible, follow directions, possess excellent time management and organizational skills, and be able to manage a broad range of duties under multiple supervisors.

In the performance of their respective tasks and duties, all employees are expected to practice and apply the following principles:

- Grasp broad overview of NCJFCJ and develop working knowledge of its programs and services
- Follow organizational and departmental policies, procedures, protocols, and systems
- Perform quality work, with or without direct supervision
- Interact professionally and respectfully with all staff, members of the organization, public and private officials, faculty, partners, suppliers, local communities, and the general public
- Work collaboratively and effectively with all members of the organization, whether as a team player, team leader, or individual contributor
- Work independently while understanding the necessity for communicating and coordinating work efforts with managers, staff, and other organizations
- Meet professional and work obligations through efficient work habits by meeting deadlines, honoring schedules, and coordinating resources in an effective and timely manner
- Be self-motivated and highly responsive to individuals, staff, members, and the organization
- Demonstrate independent decision-making, problem-solving, creative thinking, and analytical skills
- Approach work with a positive attitude, sense of humor, and energy
- Willingness to continuously learn and be flexible
- Use discretion in managing sensitive, proprietary, or confidential information
- Be responsible stewards of the organization’s resources

The following generally describes the essential functions, the minimum education, experience, knowledge, skills, and abilities required to enter the job and to perform the responsibilities and duties of this position.

### Essential Functions Required

**Essential functions and responsibilities may include, but are not limited to, the following:**

- Answer telephones, direct callers to appropriate parties, or take and deliver messages; and greet or direct visitors
- Draft, format, and finalize business correspondence, letters, memos, agendas, forms, proposals, reports, and other documents professionally and accurately, utilizing word processing, spreadsheet, database, or presentation software
- Assist with, schedule, coordinate, and prepare meeting materials, conference calls, and post-meeting follow-up; take and prepare meeting minutes
- Assist with travel and event planning functions using organizational database
- Track and follow-up with contracts and other documents
- Data entry, review, and edit customer information in organizational database utilizing style guide
- Maintain contact database and track programs and publications
- Communicate with members, donors, program participants, board members, vendors, and the public to support program, development, membership, and administrative functions
- Preparation of materials for copying or shipping
- Organize, file, and maintain electronic and paper files in accordance with recordkeeping and retention policies
### JOB DESCRIPTION

#### ADMINISTRATIVE ASSISTANT

- Track and update equipment and furnishings inventory utilizing spreadsheets
- Maintain office supply inventory; order supplies as necessary
- Assist with organizing and coordinating special events and day-to-day operations
- Provide clerical support to departmental or program staff, supervisors, and management
- Other duties as assigned*

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<tr>
<th>Education and Work Experience</th>
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<tbody>
<tr>
<td>• High School/GED; undergraduate degree from an accredited university in business administration or similar area of study preferred</td>
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<td>• Three years’ experience in detailed administrative support, or</td>
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<td>• Equivalent combination of training, education, and experience in a relevant field</td>
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<td>• Passion or preference for working in a non-profit or grant-funded environment</td>
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<tr>
<th>Knowledge, Skills, and Abilities (“KSAs”)</th>
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<tr>
<td>• Knowledge of administrative, clerical, and office procedures and systems</td>
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<td>• Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar</td>
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<td>• Ability to proofread, edit, and make necessary corrections to produce accurate, high-quality written materials</td>
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<td>• Expert knowledge of principles of customer service, including needs assessment, meeting quality standards for service, and evaluation of satisfaction</td>
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<td>• Knowledge of principles involved in planning, resource allocation, and coordination of people and resources</td>
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<tr>
<td>• Strong PC-based computer skills and proficiency utilizing various software such as Microsoft Office 2007 or 2010 (Word, Access, Excel, PowerPoint), Adobe Acrobat Professional, IMIS Database or other database systems, design programs, and email systems</td>
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<tr>
<td>• Ability to manage files and maintain records in compliance with recordkeeping policies</td>
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<td>• Strong, effective communication skills, both verbally and in writing</td>
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<td>• Ability to plan and carry work through to completion, with limited supervision, with accuracy and with strong emphasis on attention to detail</td>
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<td>• Able to comfortably manage multiple tasks and projects utilizing time management and organization skills</td>
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<td>• Knowledge of proper telephone and email practices and etiquette</td>
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<tr>
<th>Physical Demands</th>
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<tr>
<td>• Extended periods of sitting</td>
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<td>• Extended use of desktop/laptop computer and peripheral equipment</td>
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<tr>
<td>• Read and analyze fine print for extended periods</td>
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<td>• Occasional stooping, standing, carrying</td>
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<td>• Occasional lifting up to 50 lbs. (with assistance)</td>
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*The physical demands of this position are representative of those that must be met in order to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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<tr>
<th>Work Environment</th>
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<td>• Fast-paced, high-pressure, professional office</td>
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<td>• Evening, weekend, holiday, and overtime work may be required</td>
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<td>• Some travel, locally and nationally, may be required</td>
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*The statements herein are intended to describe the general nature and level of the position, but are not necessarily a complete list of responsibilities, duties, and skills required of employees so classified. As such, responsibilities, duties, and required skills may be changed, expanded, reduced, or deleted to meet the business needs of the National Council of Juvenile and Family Court Judges. Furthermore, they do not establish a contract or implied contract for employment.*
## Administrative Assistant

### Job Data

<table>
<thead>
<tr>
<th>Department:</th>
<th>Juvenile and Family Law Programs</th>
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<tbody>
<tr>
<td>Program:</td>
<td>Family Violence and Domestic Relations</td>
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<tr>
<td>Reports To:</td>
<td>Program Director, Technical Assistance; Chief Program Officer</td>
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<tr>
<td>Date:</td>
<td>March 3, 2015</td>
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### Purpose of Addendum

This Position Description Addendum outlines the characteristics that may be unique to the Administrative Assistant for Technical Assistance. This Addendum includes those projects, duties, and roles of the position that may not be included within the context of the formal job description for the position held by this incumbent.

### Other Duties as Assigned

- Provide webinar coordination and scheduling
- Conduct webinar intakes with requestors
- Communicate webinar needs to program team (FVDR)
- Provide information to and communicate with web developer about the creation of webinar registration links
- Serve as registrar
- Secure webinar materials from requestors
- Schedule and conduct practice sessions with requestors
- Create webinar rooms (layout design, interactive activity preparation)
- Secure closed captioning and interpreters as required
- Provide live support during webinar (introductions, assist presenters, answer questions about webinar process, alert presenters to questions from audience, monitor session time, close out event)
- Prepare post-webinar materials and send to requestors (chat transcripts, question and answer transcripts, closed caption transcripts, webinar recordings)
- Troubleshoot and resolve technical, scheduling, and content issues in real-time
- Provide technical assistance on the Adobe Connect platform
- Other duties as assigned*

### Additional Comments

**Additional Knowledge, Skills, and Abilities necessary to be successful in this position include:**

- Experience with or ability to become quickly proficient in Adobe Connect
- Ability to calendar using the Google calendar system
- Ability to place the success of the project above individual success
- Devotion to providing excellent customer service
- Experience with, or the ability to learn how to troubleshoot different types of connectivity issues (accessibility, permissions, audio, etc.)
- Able to remain calm and “think on feet” in a crisis