

**ALASKA PUBLIC MEDIA**  
3877 University Drive  
Anchorage, Alaska 99508  
**M** 907.550.8400  
**F** 907.550.8401



**Title:** Administrative Assistant  
**Reports to:** Chief Development and Marketing Officer  
**FSLA Status:** Hourly (40 hours per week) Range \$18-\$22 per hour, commensurate with experience  
**Version:** 2.3.1

### **Summary Statement:**

This position is a support position for all departments within Alaska Public Media. The primary focus is customer service through front desk attendance, answering calls and dispersing them to appropriate staff as well as greeting members and stakeholders upon arrival at the facility. AKPM is the source of NPR radio, PBS television for South Central Alaska and stewards of the statewide news network.

### **Essential Functions:**

The Administrative Assistant will:

- Answer all incoming calls and dispense them to appropriate staff/departments in a timely manner.
- Handle call-in program over flow calls as instructed by program hosts.
- Answer basic radio and television programming and other inquiries to help provide excellent customer service to our members and potential members.
- Greet guests of the station, have them sign in and direct them to the area designated by the host staff.
- Direct all mail and package deliveries as appropriate.
- Promptly deliver messages to staff.
- Maintain front desk procedure manual and promptly incorporate any changes in procedure or duties.
- Respond to requests for public documents.

### **Duties and Responsibilities:**

In addition to the above functions, the Administration Assistant will:

- Process cash daily by separating A/R from membership and totaling the days proceeds.
- Process membership mail as requested.
- Process video/audio and premium store sales.
- Inventory and purchase kitchen and office supplies.
- Maintain the lobby and kitchen area in a clean, orderly and clutter free manner.
- Maintain conference room(s) calendar of use.

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- Assists in maintaining station wide calendar of events.
- In case of an emergency (fire, intrusion, etc.) use telephone system to alert all staff.
- Order office supplies
- Other duties as assigned.

#### **Required Qualifications:**

- Two years public reception experience.
- Demonstrated experience with Excel spreadsheets and Microsoft Word
- Good communication skills both oral and written.

#### **Desired Qualifications:**

- Familiar with non-profit organizations.
- Experience working in a broadcasting environment.
- Experience working with sales and creative staff.

#### **Allowable substitution**

If necessary, alternative combinations of education and experience will be evaluated by the Human Resources Office for comparability.

#### **Competencies:**

- Act in accordance with AKPM policies.
- Support AKPM compliance efforts with FCC, CPB, NPR and PBS rules and regulations
- Communicate effectively.
- Apply critical thinking and problem-solving skills.
- Maintain positive relationships with both internal and external customers.
- Demonstrate consistent outstanding customer service.
- Proficient at computer use to include office software products, custom software packages, internet and e-mail.
- Consistently demonstrate ethical behavior.
- Must exercise good judgment for the prompt completion of responsibilities.

#### **Employee Expectations:**

Must be able to work in a changing environment with demonstrated ability to prioritize multiple, competing tasks, seeking supervisory assistance as appropriate.

#### **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.

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The employee is regularly required to stand, walk and sit; use hands/fingers to handle or feel; reach with hands and arms; talk and hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee may be called upon to lift and/or move up to 50 pounds.

**Work Environment:**

The work environment characteristics described here are typical of a television/radio broadcast office environment and representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.

Alaska Public Media is an equal opportunity employer.

I \_\_\_\_\_ received a copy of this job description on \_\_\_\_\_.  
(Print Name) (Date)

Employee's  
Signature: \_\_\_\_\_