

# TBI US Operations, Inc.

## Job Description

# Administrative Assistant

**Reporting to:** Sr. Executive Assistant

**Location:** Orlando Sanford International Airport  
Sanford, FL

### General Responsibilities:

The Administrative Assistant provides administrative support of a highly complex and responsible nature to the management team and multiple departments. Because the Administrative Assistant is required to interface with a high level of both internal and external contacts, the level of responsibility is significant, as is the need for professionalism, discretion and attention to detail. The Administrative Assistant coordinates schedules for meetings, arranges appointments, schedules visitors, keeps calendars and makes travel arrangements. Additionally, the Administrative Assistant performs clerical duties such as typing and filing. The ability to work independently answering telephone calls and preparing routine correspondence is essential. Special projects and other administrative duties are regularly assigned.

### Major Responsibilities and Functions:

- Administrative support to Management and multiple departments, including HR, Finance and Marketing.
- Assists Sr. Executive Assistant with the preparation for Board meetings, including presentations and catering.
- May assist with the coordination of complex and detailed travel arrangements and itineraries for the Senior Management team.
- Organizes conference calls, coordinates meetings, including reservation of space, preparing materials and organizing appropriate refreshments.
- Reads, researches and routes correspondence, collects and analyses information, drafts outgoing correspondence and documents.
- Completes expense reports for management team as needed.
- Upholds a professional office environment while welcoming guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.
- Provides historical references by developing and utilizing filing and retrieval systems.
- Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies and distributing as appropriate.
- Ensures operation of office equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintain equipment inventories; evaluating new equipment and techniques.
- Maintains customer confidence and protects operations by keeping information confidential.
- Other duties and special projects as assigned.
- Acts as backup to Receptionist as needed.

### **Health and Safety Responsibilities:**

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s).
- Report immediately to management all unsafe and unhealthy conditions.
- Report immediately to management all occurrences that cause injury or damage to any person or property.
- Comply with TBI's Environmental Safety and Health program and procedures.

### **Qualifications:**

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Minimum of five (5) years experience supporting management.
- Excellent written and oral communication skills; ability to prepare correspondence, reports and presentations independently.
- Exceptional administrative and organizational skills, outstanding attention to detail and the ability to get up to speed quickly.
- The ability to think well on his/her feet and to solve problems with ease and enjoyment.
- Ability to manage multiple tasks/assignments simultaneously.
- Ability to proactively assess the needs of others.
- Must exercise accuracy, discretion, good judgment, attention to detail, courtesy, tact and patience.
- Strong interpersonal skills; ability to establish and maintain good working relationships with other TBI employees, airline employees, vendors and subcontractors.
- Strong computer skills, knowledge and proficiency in Microsoft Office tools (Excel, PowerPoint, Word) and e-mail (Outlook).
- Must be able to work independently with minimal direction and supervision.

### **Working Conditions:**

#### **Physical Effort:**

While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch. The employee is required to work on a computer, in addition to doing paper work.

#### **Mental Effort:**

Position involves encounters with members at every level of the organization, airline employees, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of service and accurate information. The position involves stress associated with responding to/solving problems. The position requires the exercise of discretion and independent judgment, as well as a creative approach to formulating responses, as required. Operations are dynamic and situations may require immediate attention. This position has high exposure to the public and requires a professional approach and demeanour under all conditions. It also requires a genuine willingness to assist persons with a wide range of requests and needs, including individuals with disabilities.

**Normal Working Hours:**

The normal working hours for this position will be Monday through Friday from 10:00am to 3:00pm.