



Employment Opportunity

The Management Council of the Ohio Education Computer Network

Seeks: INFOhio Administrative Assistant

Effective: June 24, 2019

Application Deadline: July 10, 2019 at 5:00 pm

The Management Council of the Ohio Education Computer Network seeks an experienced Administrative Assistant for the INFOhio statewide program.

INFOhio, Ohio's PreK-12 Digital Library, provides instructional and technical support services to over 4,600 participating PreK-12 schools and support agencies. The successful candidate will provide administrative and clerical support to ensure the efficient operation of the INFOhio central office located in Columbus, Ohio. The individual will implement and monitor administrative systems, procedures, and policies and provide support to the Director and virtual teams through a variety of organizational and communication tasks, completed accurately and delivered with high quality in a timely manner.

Desired Qualifications: A Bachelor's degree along with three to five years of experience in administrative support and procedures with a background and knowledge of the Ohio Education Computer Network and/or Ohio's educational environment preferred; strong administrative and organizational skills, both analytical and problem solving; ability to work on multiple projects simultaneously, to manage multiple tasks accurately, and achieve deadlines under pressure; exceptional internal and external customer service skills, over the phone, by email and in person; excellent written and verbal communication skills – writes, speaks, and interacts clearly and professionally; resourcefulness, independence and ability to work in a fast-paced environment with strong attention to detail; ability to handle sensitive information with integrity and confidentiality; ability to lift and transport items weighing up to 50 pounds. This position requires the ability to drive and travel as needed throughout Ohio.

This full-time position (261 Days) includes a salary commensurate with education, experience and the successful candidate's potential for excellence.

The position description is below and is available on www.mcoecn.org/careers site while this opportunity is open. Interested professionals should submit a cover letter and current resume by the posting deadline to: Greg Buddelmeyer (HR@managementcouncil.org).

INFOhio is a division of the Management Council of the Ohio Education Computer Network. Individuals will be employed by the Management Council.

The Management Council reserves the right to not fill or to repost the position if a successful candidate is not found. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, military status, ancestry, genetic information or any other legally protected category in its employment decisions.

About the Management Council and the Ohio Education Computer Network

Ohio's Information Technology Centers (ITCs) work together through a statewide network known as the Ohio Education Computer Network (OECN). The Management Council represents and supports the collaborative efforts of the OECN, which implements a broad spectrum of academic and administrative technologies across Ohio's PreK-12 education system. While the ITCs and the Management Council are the key components of the OECN, other organizations collaborate in the OECN, including the Ohio Department of Education and OARnet. Ohio district and school customers are the primary beneficiaries of the system of services and support from organizations of the OECN.



Job Description
INFOhio Administrative Assistant
Management Council of Ohio Education Computer Network

Reports To: INFOhio Operations Manager

Overview: Provides administrative and clerical support to ensure efficient operation of INFOhio office and virtual teams. Implements and monitors administrative systems, procedures, and policies. Supports INFOhio through a variety of organizational and communication tasks, completed accurately and delivered with high quality in a timely manner.

Specific Duties:

1. Represents INFOhio as first point of public contact, through phone, email and social media.
2. Provides administrative support, including scanning, copying, data entry, mailings, purchasing and filing and answers users' password support requests.
3. Communicates with staff, consultants, and users through written documentation, phone, email and social media.
4. Creates, prepares, modifies, and prints documents, including correspondence, reports, memos, emails and marketing collateral, as requested by staff and users.
5. Manages databases of all email distribution lists, including website content.
6. Opens, sorts, and distributes incoming mail and deliveries and prepares outgoing mail for pick-up.
7. Assists with purchasing supplies and maintains office inventories.
8. Maintains an electronic and hard copy filing system.
9. Manages internal and external communications with service providers, to include troubleshooting issues and effective problem solving. Coordinates and maintains weekly staff schedules and calendars.
10. Coordinates preparations for Board and other meetings including materials preparation, travel and meal arrangements.
11. Coordinates conference outreach including maintaining solid relationships with event sponsors. Inspects venues, maintains and schedules marketing collateral, coordinates staff registrations, meals, and hotels. Creates exhibit booth setup and staffing schedule with MC Director of Marketing and INFOhio assigned conference team. Monitors event activities and customer satisfaction.
12. Conducts all work in a professional manner through excellent interpersonal skills, effective communication, courteous manner, a positive attitude and cooperative demeanor.
13. Completes high quality work with accuracy, usefulness, and effectiveness, in a timely manner, meeting required deadlines.
14. Works with others in a positive, productive manner, contributing to the achievement of team and organization goals.
15. Analyzes and solves problems within realistic time frames.
16. Works independently and collaboratively in virtual environments.
17. Keeps up-to-date with best practices and current trends and acquires new knowledge and skills to meet changing demands.
18. Respects privacy and maintains confidentiality of privileged and sensitive information.
19. Follows requirements for professional development as established for the MCOECN.

20. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with MCOECN.
21. Demonstrates professional ethical behavior and serve as an appropriate representative of MCOECN. Adhere to all the rules and regulations of MCOECN and the State of Ohio.
22. Perform such other relevant duties as may be assigned by the INFOhio Operations Manager.

Typical Performance Measures:

1. Performance of job duties in a consistently high manner.
2. Active participation in team meetings, professional development, and other collaborative activities.
3. Demonstrates willingness to provide skills, expertise, and experience in support of team members and MCOECN staff.
4. Volunteers to lead or serve on projects of MCOECN or ITCs.
5. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
6. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualifications:

1. Bachelor's degree preferred. Three to five years administrative support experience preferred.
2. Proficiency required in Microsoft Office and use of office management systems and procedures as well as web conferencing software and meeting presentation systems.
3. Strong administrative and organizational skills, both analytical and problem solving.
4. Ability to work on multiple projects simultaneously, to manage multiple tasks accurately, and achieve deadlines with calm under pressure.
5. Exceptional internal and external customer service skills, over the phone, by email and in person.
6. Excellent written and verbal communication skills - writes, speaks, and interacts clearly and professionally.
7. Resourcefulness and ability to work in a fast-paced environment with strong attention to detail.
8. Ability to handle sensitive information with integrity and confidentiality.
9. Ability to lift and transport items weighing up to 50 pounds.
10. Ability to occasionally drive and travel throughout Ohio.

Position Status:

1. This has been determined to be a non-exempt position under the Fair Labor Standards Act.
2. This is a 12-month position and is evaluated annually.