



**New Mexico Association of Counties
Job Description**

Operations Assistant

Job Summary

Provides office, administrative, and receptionist support to NMAC.

Job Duties/Functions

- Perform administrative tasks including filing, word processing, calendaring, phone lists, organizing, receptionist responsibilities, and other related tasks.
- Provide general information and assistance to visitors and members.
- Maintain membership directories and distribution groups (eDirectory, Excel Master, Microsoft 365).
- Post employment opportunities and respond to info@nmcountries.org inquiries.
- Assist Operations Manager with general office duties for the Santa Fe and Albuquerque offices including coordinating and interfacing with outside vendors regarding office maintenance and repairs, custodial work, copiers, telephones, computers, and vehicle maintenance.
- Provide support for in-house NMAC meetings to include reserving meeting space, catering, audio/visual set up, room setup, and clean up.
- Receive incoming telephone calls and facsimile correspondence and route them to appropriate staff.
- Process incoming and outgoing mail including dating, opening, logging, and distributing to appropriate staff.
- Maintain postage meter and deliver mail to the post office as needed.
- Order and stock office supplies, including printed materials and name badges.
- Monitor shared office equipment such as copy machines, postage meter, phone system and other machinery including monitoring service agreements.
- Oversee general upkeep of common areas and office reception area ensuring high standards of cleanliness, order and operation.
- Assist with coordination of information technology requests.
- Assist with NMAC conference planning and special events.
- Provide support to the Executive Director, General Counsel, Administrative Services Director, and other senior staff as requested upon approval of immediate supervisor.
- Perform other duties as assigned.

Knowledge, Skills and Abilities

Knowledge

Organizational Awareness — Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Computers and Electronics — Knowledge of electronic equipment, and computer hardware and software, including word processing, spreadsheet applications, database applications and customer relations management software.

English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Clerical - Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Skills

Communication Skills – Presents and expresses ideas and information effectively and concisely in an oral and/or written mode; listens to and comprehends what others are saying; shares information with others and facilitates the open exchange of ideas and information; is open, honest, and straightforward with others; provides a complete and timely explanation of issues and decisions in a manner appropriate for the audience; and presents information and material in a manner that gains the agreement of others.

organization. Perceives organizational and political reality and acts accordingly.

Service Motivation – Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance.

Team Skill – Establishes effective working relationships among team members. Participates in solving problems and making decisions.

Manages and Organizes Information - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

Technical Credibility - Understands and appropriately applies principles, procedures, requirements, regulations, and policies related to specialized expertise.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Abilities

Core Communication and Quantitative Skills – The ability to listen, write, and speak effectively. The ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.

Integration and Application of Knowledge – Ability to design, plan, organize, and implement projects and tasks within a specific timeframe.

Critical Thinking – Ability to find solutions to problems using creativity, reasoning, and past experiences along with available information and resources to create solutions.

Deductive Reasoning — Ability to apply general rules to specific problems to produce answers that make sense.

Inductive Reasoning — Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Problem Sensitivity — Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
Cooperation – Ability to establish and maintain cooperative working relationships with management, staff, and internal and external stakeholders.
Attention to Detail – Ability to maintain accuracy and attention to detail when completing multiple assignments.

Minimum Qualifications for Employment

High school diploma or GED equivalent. Four (4) years work experience in an office clerical or administration capacity. Substitutions and/or exceptions for the required education and experience may be considered and authorized by NMAC management.

Statutory Requirements: N/A

Working Conditions/Requirements: Some travel is involved with this position. Most work will be performed in an office setting however prolonged standing is required while facilitating conferences and meetings. Other working conditions will vary. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

FLSA Status: Exempt. FLSA status may be determined to be different by NMAC with application of the FLSA test relative to the utilization of the position, and proper notification to affected incumbents.

Note: Job description subject to change.

Established: 11/2022 **Revised:** 07/2024

Employee

Immediate Supervisor

Date

Date