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**Job Description**

**Employee Name:**

**Title:** Administrative Assistant

**Department Name:** Payments

**Reports To (Title):** Chief Payments Officer, SVP

**FLSA Status:** Non-Exempt

**Grade:** D

**Summary:**

Responsible for providing administrative support to the Payments Management Staff.

**Qualifications:**

**Education:** High school diploma or GED.

**Licenses/Certifications:** None.

**Experience:** A minimum of Two years of office/administration related experience and/or training. Or equivalent combination of education and experience.

**Essential Functions:**

**A: Job Specific:**

* Provides secretarial support to the Partnerships and Client Services team. This includes, but is not limited to, preparing and disseminating meeting agendas; coordinating use of meeting rooms and setting up as needed; maintaining schedules and client visitations, etc.
* Maintains schedule of approaching deadlines for reports or other organizational responsibilities.
* Prepares correspondence for the VP of Payments Partnerships & Client Services; as well as, other Payments management and executive team members as needed.
* Records meeting minutes and maintains an official file as well as provide copies to committee participants.
* Assists with scheduling appointments, open/sort mail and coordinate travel arrangements and meeting registrations.
* Provides administrative support to additional management staff as requested.

**B: Company Specific:**

* Effectively uses Microsoft Office Suite and other applicable software solutions.
* Complies with organizational policies and procedures.
* Represents the organization in a positive and professional manner.
* Attends all mandatory in-services and staff meetings/training.
* Maintains confidentiality of customer and organization information.
* Maintains effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work with new structures, processes, requirements or cultures.
* Responsible for compliance with the Bank Secrecy Act, and Anti-Money Laundering laws and regulations.

**Service Excellence Elements:**

**Faith:** (Faith in God provides a set of morals by which we live.) Performs work that reflects a high ethical and moral standard; always seeking to do the right thing. Operates from a center of core values that is a credit to self and positively represents Sutton Bank.

**Professionalism:** (We must embrace and live high standards in our business and personal life.) Performs work that reflects a high level of integrity; takes ownership in all aspects of duties, is reliable and accountable. Acknowledges the worth of others through respectful communications, patience and common courtesy. Consistently performs duties to the best of abilities.

**Passion:** (In order to make a difference we must have the desire to do so.) Performs work that reflects ownership and positively represents Sutton Bank. Demonstrates a positive attitude and devotion to the task at hand. Meets the customer’s needs and concerns by consistently acting in a customer-focused manner. Owning and feeling proud of work quality and our mission.

**Education:** (We must be a student for life and never stop learning.) Keeps skills, competencies and required licensures/certificates current. Seeks out new educational opportunities to keep up with the changes in industry. Shares new information with team members and department heads.

**Teamwork:** (The best solutions come from working together.) Cooperates with co-workers while performing responsibilities leading to everyone being able to achieve success and giving recognition where it is due. Offers ideas for improved work flow.

**Change:** (It is a constant in our lives; embrace it.) Performing in a manner that demonstrates flexibility and openness to change.

**Knowledge/Skills/Abilities:**

* The ability to communicate effectively and clearly, both in verbal and written communications.
* Excellent interpersonal skills.
* Strong knowledge of the business area that is being supported.
* Self-directed and motivated.
* The ability to manage multiple tasks.
* Excellent problem-solving skills.

**Disclaimer:**

*This description is designed to indicate the general nature and level of work for this position and is not all inclusive. It is not intended to describe minor duties or other responsibilities that may be periodically assigned. Sutton Bank reserves the right to make changes to the position and the responsibilities at any time. This job description does not serve as a contract or promise of future or continued employment.*

**Date Revised:**

**Employee’s Signature: Date:**

**Dept. Manager’s Signature: Date:**

**HR Signature: Date:**

**Description of Physical Demands and Work Environment**

|  |  |
| --- | --- |
| Stationary position | Must be able to remain in stationary position 50% of the time. |
| Move, Traverse | The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc. |
| Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position | Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. |
| Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information | The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations. |
| Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess | The ability to observe details at close range (within a few feet of the observer). |
| Move, Transport, Position, Put, Install, Remove | May occasionally move boxes weighing up to 20 pounds across office for various needs. |

Working Conditions:

* Office environment.

Exposures encountered, such as hazardous materials, loud noise, or extreme heat/cold.

* Essential physical requirements, such as climbing, standing, stopping, or typing.
* Physical effort/lifting, such as sedentary – up to 10 pounds; light – up to 20 pounds; medium – up to 50 pounds; heavy – over 50 pounds.

Indicate if required to work weekends, nights, or be on-call as regular part of the job.

Travel Requirements.

Emergency staff designations.

Vision Requirements:

* Close vision (clear vision at 20 inches or less)

Distance vision (clear vision at 20 feet or more)

* Color vision (ability to identify and distinguish colors)

Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)

* Depth perception (three-dimensional vision; ability to judge distances and spatial relationships)
* Ability to adjust focus (ability to adjust eye to bring an object into sharp focus)

No special vision requirements

Hearing Requirements:

Ability to hear alarms on equipment

* Ability to hear client call
* Ability to hear instructions from department staff

Specific demands not listed:

**Note: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.**