

**ALASKA PUBLIC MEDIA**  
3877 University Drive  
Anchorage, Alaska 99508

**M** 907.550.8400  
**F** 907.550.8401



Title: Administrative Assistant  
Reports to: Manager of Individual Giving  
FSLA Status: Non-exempt  
Version: 3.1 (4.19.22)

### **Summary Statement:**

The key role of this position is to handle the front desk at Alaska Public Media (AKPM). This includes but is not limited to: greeting members, visitors, radio and TV show guests; handling mail in and out; ordering office supplies; and handling calls coming into the main phone line. The position supports the Membership Development Team with assigned duties, such as helping members make donations, handling simple account changes, making updates to the membership database, opening customer payments/remittances and assisting with internal processes. This position will be responsible for making membership thank you calls, assisting with research and volunteer coordination. The position supports the Business Manager with monthly customer invoicing which includes printing, sorting, mailing and emailing customer invoices and statements. This position also supports all departments within Alaska Public Media as needed.

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 direct them to appropriate staff/departments in a timely manner. Review after-hours voice mail messages and direct to appropriate staff.
- Handle call-in program overflow calls as instructed by program hosts/producers.
- 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 staff.
- Accept basic membership donations by walk-ins. Process as directed or pass on to Membership team.
- Direct all deliveries as appropriate.
- Promptly deliver messages to staff.
- Handle distribution of member thank you gifts not mailed directly by vendors.
- Unlock/lock doors and turn on/off lobby lights.
- Maintain the front desk procedure manual and promptly incorporate any changes in procedure or duties.

### **Duties and Responsibilities:**

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

- Process cash daily by separating Sponsorship A/R from Membership and assisting with deposits. Process membership mail.
- Scanning and filing A/R paperwork.

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- Inventory and purchase kitchen and office supplies.
- Maintain the lobby and kitchen area in a clean, orderly and clutter free manner.
- Assist in holiday decorating of the station.
- Help with the upload of images to a folder for adding thank you gift pictures/packages to CRM and downloading and unzipping files from gift vendors to be ready for updating the fundraising packages online.
- Research as directed to compile organizational names and information in spreadsheets for the Development team's various outreach efforts or donor research.
- Assist Membership in volunteer coordination for thank you calls and similar projects.
- In case of an emergency (fire, intrusion, etc.) use the telephone system to alert all staff.
- Keep updated printed station guide spreadsheet.

Required Qualifications:

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

Desired Qualifications:

- Familiarity with CRM or database updating.
- Familiarity with modern Voice Over Internet Protocol (VOIP) phone system.
- Passion for public media.

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 personnel and external individuals.
- 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.
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Employee Expectations:

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

Location of work is in-person at AKPM's Elmo Sackett Broadcasting Center, Monday through Friday covering core hours 9-5 (work could be 8-5 or 9-6).

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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.

The employee is regularly required to stand, walk and sit. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must be able to lift and/or move up to 40 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.