Receptionist and Office Assistant

North Carolina High School Athletic Association

Department: Administration and Operations

Reports to: Executive Assistant to the Commissioner/Office Manager; Chief Operating Officer

Employment status: Part-time, non-exempt; no more than 30 hours per week

Supervisory responsibility: None

Position summary

Serve as the first point of contact for NCHSAA callers and visitors, providing welcoming, professional service and accurate information. Support the Office Manager with daily office operations and provide clerical and administrative assistance to the Operations team across marketing, development, communications, and student programs to advance Association goals.

Reception and visitor services

- Answer incoming calls promptly, route callers to the appropriate staff member, and review and forward voicemail messages.
- Respond confidently and accurately to general questions about NCHSAA, NCCA, and NCADA events, clinics, championships, conferences, and related activities.
- Provide event and venue information, ticket prices, fax numbers, email addresses, and website guidance.
- Direct callers to other organizations when appropriate, including NCCA, NCADA, and DPI, and provide relevant telephone numbers, web addresses, or contact names.
- Welcome office visitors, determine whom they wish to see, and notify the appropriate staff member. Direct visitors to offices only when instructed.
- Screen unsolicited visitors using the NCHSAA telephone security system and respond professionally to persistent or difficult individuals.

Operations support

- Marketing: Assist with limited preparations before events.
- Development: Prepare supplies and hospitality arrangements for donor meetings. Help coordinate and carry out special events and meetings, including appreciation lunches and hosting donors at sporting and non-sporting events. Complete other appropriate in-office tasks.
- Communications: Support daily media credentialing, media list maintenance, and script development and review. Assist with special events, including the Hall of Fame, basketball and football press conferences, and the Annual Awards Celebration. Complete other appropriate in-office tasks.
- Student programs: Help prepare for Student Athlete Advisory Council meetings and support the application process. Assist with preparations for the Student Leadership Conference and other appropriate in-office tasks.

Education and experience

- High school diploma or equivalent and at least one year of office assistant or clerical experience, or an equivalent combination of training and experience.
- A college degree is encouraged.

Skills and competencies

- Clear written and verbal communication, attentive listening, and the ability to ask relevant questions to route calls effectively.
- A friendly, professional manner and confidence engaging with visitors and guests.
- The ability to remain composed and effective while managing competing priorities and multiple requests.
- Strong organization and time management, with the ability to manage multiple responsibilities and take ownership of work.
- Dependability, punctuality, and consistent adherence to the established work schedule.

Technology and license requirements

- Demonstrated proficiency with Microsoft Office applications, including Word, Excel, PowerPoint, and Teams.
- Ability to learn and use the Association's telephone, intercom, and security systems to perform assigned responsibilities.
- Valid driver's license.

Equipment used

Telephone, intercom and security systems, copiers, mailing machine, and laminator.

Work location and schedule

Work is performed at a desk near the front entrance of the NCHSAA building at 222 Finley Golf Course Road, Chapel Hill. This part-time position is limited to no more than 30 hours per week. Overtime is not available for this position.

Physical requirements

Medium work: Exert up to 50 pounds of force occasionally, up to 20 pounds frequently, and up to 10 pounds as needed to move objects.

Additional responsibilities

Management may assign or reassign duties and responsibilities at any time.