

ADMINISTRATIVE ASSOCIATE II / FRONT DESK ASSOCIATE

Reports to: Communications, Administration, and Development Manager

Status: Full Time Exempt

The Foundation for Advanced Education in the Sciences (FAES) is an entrepreneurial non-profit organization located at the National Institutes of Health (NIH) in Bethesda, Maryland, which conducts advanced educational programs and activities to promote the productivity and attractiveness of professional life on the NIH campuses. FAES programs complement NIH's work in accomplishing its mission of research and training in the biomedical sciences, and FAES seeks to continue to create and sustain cutting-edge programming in all operational areas. We provide full-service event and conference management services and limited housing for the NIH community and affiliated organizations.

Position Description

The Administrative Associate is the 'face' of the organization and must be a people-person. We take pride in our excellent care of our customers, and this role ensures that their first impression is a good one. This role is responsible for providing front desk reception, direction for customers and guests, support for events and event services, coordination of office supplies and resources, and administrative support to departments. The Administrative Associate is expected to have a great attitude, be self-directing, multi-task effectively, and work well within a dynamic and deadline-driven environment. The Administrative Associate must have good interpersonal skills with the ability to interact effectively with staff, management, and internal/external customers while using tact, courtesy, and discretion. This position deals with a diverse group of important internal visitors and callers, as well as external contacts at all levels of the organization.

COVID-19 Note: This front desk position is onsite Monday-Thursday with Friday currently a telework day until further notice. FAES offices are located in the Clinical Research Center at the National Institutes of Health, and Covid-19 vaccination is strongly preferred. FAES-issued computer equipment and PPE will be provided for all work-related efforts. This position must adhere to all NIH COVID-19 testing and safety protocols to ensure a safe working environment for all.

Responsibilities:

- Manage the front desk, which includes greeting visitors, receiving packages, processing all mail, answering phone calls, and ensuring all office-related company policies are followed
- Schedule work events, educational and networking activities; manage room reservation requests; organize meeting spaces, catering, and supply needs; confirm attendance, and track event data
- Order and maintain inventory of office supplies, breakroom supplies, and supply needs for all company-owned locations
- Receive and manage office deliveries; ensure that the office and break room are well-stocked
- Facilitate office administration by managing the organization's main phone line, email inboxes, and other administrative systems
- Support marketing efforts and programs that serve the biomedical science community at NIH

- Schedule, organize, and assist with planning and coordination for internal staff meetings and other functions
- Serve as liaison to NIH building management and FAES-approved vendors
- Other duties as assigned

Qualifications:

- Bachelor's degree preferred
- Minimum of 2-3 years of progressively responsible administrative and front desk experience is required
- Must be highly organized, efficient, professional, mature, able to multitask and adapt work priorities
- Excellent communication and interpersonal skills
- Great attention to detail and strong written and verbal communication skills are required; recent writing sample required
- Must be able to interact with a diverse population of staff, students, faculty, patients, and board members, including high-profile visitors
- Ability to work in a fast-paced environment and manage competing priorities
- Motivated individual and strong team player
- Solid proficiency and experience in Microsoft Office 365 (Word, Excel, PowerPoint, etc.) and Adobe Acrobat, Microsoft Teams, and Zoom
- Must be able to pass an NIH background check to be employed at FAES

Physical Activity Requirements: Must possess mobility to work in an office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes weighing up to twenty-five (25) pounds, and be seated for extended periods.

Benefits: We have exceptional full-time benefits, including 100% FAES-paid premium for health, vision, and dental insurance for individuals and families, generous educational and professional development support, observance of all federal holidays, and a wonderful work environment.