



Volunteer Position Description

Position Title: **Administrative Assistant**
Department: Development Department

I. Position Summary:

The Development Department Administrative Assistant works at the direction and guidance of the Assistant Manager, Annual Programs to coordinate and track current and potential Georgia Aquarium supporters' history in the organization's database. Assists in maintaining the Aquarium's donor matrix, electronic files, event invitations and other tasks as necessary.

II. Qualifications:

1. Exceptional attention to detail
2. Knowledge of Internet, PC computer, various Microsoft applications and salesforce.com
3. Ability to multitask
4. Verbal and written communications skills required

III. Responsibilities:

1. Enthusiastic and positive attitude
2. Commit to volunteer weekly for a full day and/or two 4 hours shifts

IV. Description of Activities:

1. The Administrative Assistant will report to the Development Office on the 3rd floor at the appointed shift time and/or day
2. Update and/or add "Contact" information into organization database, salesforce.com
3. Data includes (but is not limited to) Event invitations, Tasks (birthday recognition), donor recognitions
4. Obtain information via email or phone to complete development programs such as "marriage proposal" or Dolphin Lagoon seats
5. Assist with fundraising mailings as needed

V. Uniform Requirements:

1. Acceptable shirt styles include the polo (short and long sleeved), the button up polo, and the button up Oxford shirt. Acceptable colors include navy, Riviera blue, and white.
2. All shirts should be tucked in except for the women's polo.
3. Any shirt worn under your uniform shirt should be black, white, or grey.
4. Pants shall be navy, khaki, black, and charcoal grey. Solid colors only; please no designs or patterns. Also, denim and "cargo" pants are unacceptable. This means no side pockets on or below the knee.
5. Acceptable outerwear includes the soft shell jacket, the navy reversible vest, the cardigan sweater (zip up and button), and the cardigan vest (zip up). These items shall be in navy blue. If you wear a jacket or sweater, you should have collared uniform shirt underneath it.

6. Shoes shall be closed-toe with a full heel in black or dark brown and uniform in color. Solid navy shoes are acceptable for women only. No stripes or other patterns.
7. Name tags are mandatory and must be worn on the outermost layer of clothing on the right hand side of your uniform at all times. Please do not add decorations or other adornments to the name tag.
8. All uniforms shall be neat in appearance and not showing excessive wrinkles. Please iron or have your uniforms pressed before coming to work to present a neat appearance.
9. Uniforms that are faded or stained should be retired.

VI. Professional Expectations:

1. Safety & Security
 - a. All Team Members are required to adhere to all Georgia Aquarium safety and security standards.
2. Courteous and Welcoming Posture
 - a. We create a welcoming and positive atmosphere that is indispensable as we strive to create memorable guest experiences.
3. Professional in Uniform and Grooming
 - a. We look the best we can to ensure we deliver nothing less than professional hospitality and customer service.
4. Acknowledgement of the Guest
 - a. We recognize it is exceptional service that will bring our guests back and it begins with a greeting that shows we are approachable and eager to assist.
5. Anticipation of the Guest
 - a. We are ready to provide exceptional service to our guests through well prepared, confident Team members.
6. Teamwork
 - a. We understand we have one chance to make a good first impression and it takes the efforts of all of us to guarantee this happens.
7. Knowledge of Aquarium
 - a. We will meet and exceed our guests' expectations when we have knowledge of the Aquarium.
8. Ownership of Responsibilities
 - a. We take pride in our Aquarium by being accountable for our actions and the guests' perception of the facility.
9. Thank the Guest
 - a. We realize the way to seal our relationship with our guests is to show our appreciation through common courtesy.

VII. Georgia Aquarium Values:

Respect, Teamwork, Integrity, Accountability, Hospitality, Innovation, and Fun