

**POSITION GUIDE**  
**For**  
**Communications and Office Assistant**

I. Introduction:

This position guide outlines the basic function, position requirements, reporting relationships, authority, responsibilities and accountability, and measurements of performance for Communications/Office Assistant.

II. Basic Function:

Part-time position (Approximately 28 to 32 hours per week) - Perform general receptionist, communications, secretarial and office administrative duties for the Port of Lewiston. Functions include general filing, writing, research, assist in web site maintenance and development, assist in development and distribution of educational and outreach materials, answer incoming telephone calls, record and deliver messages, greet visitors and direct them appropriately.

III. Requirements:

1. **Education** – High school diploma or GED, supplemented by courses and/or work experience in business, marketing, and communications.
2. **Experience** – Three years of increasing responsibility in areas related to communications and public outreach, web management and content creation, customer service and small office functions utilizing computers and current technology.
3. **Skills** – Primary skill set includes strong verbal and written communication in the English language; creative ability to develop and construct content for media distribution regarding outreach and education; knowledge of application of proper customer service practices; knowledge and ability to utilize current technology to successfully perform requested duties.
4. **Knowledge of** – Word, PowerPoint, Publisher, Adobe Creative Suite, Wordpress or website content management systems, Outlook and Excel. Professional correspondence, courteous telephone etiquette, and general office functions.
5. **Ability to** - Interact in a pleasant, professional manner with the public, co-workers and Port Commissioners, attend meetings outside normal business hours as needed, work with initiative, work with minimal supervision and complete work tasks with frequent interruptions.
6. **Physical** – Fit enough to perform the duties and requirements of the position and groomed properly to best represent the Port of Lewiston. Hold a valid driver's license.
7. **Mental** – Able to understand and carry out oral instructions, to comprehend the required principles of marketing, communications and public relations activities, to perform multiple tasks simultaneously, and to maintain a positive attitude. Able to understand and learn port related activities regarding industry, economic development and business impacts in local, regional and national context.

- IV. Job Classification – non exempt
- V. Working Conditions:
  - 1. Small, multiple person office
  - 2. Continual task variety
  - 3. Frequent interaction with the public
  - 4. Public entity with elected officials
  - 5. Sitting for long periods in front of a computer terminal
- VI. Reporting Relationships:
  - Report directly to the Assistant Port Manager
- VII. Authority:
  - Assistant Port Manager and Port Manager will delegate authority required to accomplish the duties, responsibilities, and goals established for the position.
- VIII. Responsibilities and Accountability:
  - 1. Communicate effectively with the Assistant Port Manager, Port Manager, and Port Commissioners, guests, and visitors.
  - 2. Assist in web site maintenance, content development and distribution of marketing materials and port public communications.
  - 3. Answer incoming telephone calls in a customer friendly manner and insure that messages are properly and promptly delivered.
  - 4. Maintain confidentiality of information and records.
  - 5. Assist the Assistant Port Manager where needed.
  - 6. Adhere to Port policies as stated in the Employee Manual.
  - 7. Uphold the positive image of the Port of Lewiston in the community.
- IX. Measurements of Performance:
  - 1. Accuracy, completeness, and timeliness of work product.
  - 2. Attitude toward fellow employees, Port management, and visitors and guests of the Port of Lewiston.
  - 3. Quality of verbal and written communication with the Port employees, Port Commissioners and the general public.
  - 4. Attendance record for scheduled work hours.