

American Radio Relay League Inc.
Job Description
Operations Administrative Assistant

Position: Operations Administrative Assistant

Classification: Non-Exempt

Reports To: Senior Executive Assistant

Pay Range: \$21.00 – \$24.00 per hour

Summary:

The Operations Administrative Assistant provides comprehensive administrative and operational support for the ARRL Contest Program and Field Organization activities. This role supports Section Managers, ARRL-affiliated clubs, volunteers, contributors, and internal staff across multiple departments. Reporting to the Senior Executive Assistant, the Operations Administrative Assistant is responsible for award fulfillment, data accuracy, process improvement initiatives, club support, election and expense administration, and routine communications.

Success in this position requires an ambitious individual who demonstrates initiative, strong organizational skills, attention to detail, excellent communication abilities, the capacity to work both independently and collaboratively, and a proactive, solutions-oriented mindset.

Essential Functions & Responsibilities:

- Provide administrative support for the ARRL Field Organization, including the Section Manager election process and expense reimbursement reviews.
- Maintain and update the ARRL Field Organization database by entering new section position appointments, canceling outdated appointments, and modifying existing entries.
- Contact new appointees with introductory information, resources, and guidance; respond to questions from the field.
- Assist members in locating local clubs via ARRL search tools via phone, email, or mail.
- Process contest-related mail and track timelines.
- Manage contest awards (plaques, certificates, etc.) and maintain inventory.
- Coordinate shipments, invoices, and contributor payments.
- Continuously review processes to improve accuracy and efficiency.
- Support routine email and phone communications, routing inquiries to the appropriate department.
- Performs other duties as assigned or requested.

Performance Measurements:

- Contributes to creating positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Exhibit strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail and accuracy.

- Exercise proactive approaches to problem-solving with strong decision-making capability and emotional maturity.
- Applies critical thinking skills in daily work and interactions with internal staff and external stakeholders.
- Ability to work independently and collaboratively.

Knowledge and Skills:

Experience Three years to five years of similar or related experience.

Education A two-year college degree or equivalent required.

Interpersonal Skills Work involves extensive personal contact with others, both inside and outside the organization, for problem resolution, building relationships, and soliciting cooperation. Discussions require diplomacy and tact in communication.

Other Skills Proficiency with data entry, Office 365 (especially Excel and Word), online databases, and CRM systems (e.g., Personify).
Ability to learn new platforms, software, and tools quickly.
Strong verbal and written communication; active listening.
Excellent customer service skills with professionalism and patience.
Problem-solving skills, including identifying root causes and proposing timely, practical solutions.
Strong organizational skills, follow-through, and ability to manage multiple priorities.
High attention to detail and effective task tracking/documentation.

Physical Requirements Ability to sit for extended periods of time. Prolonged use of computer and related equipment.
Must be able to lift up to 25 lbs. occasionally.

Work Environment Onsite position in an office setting located in Newington, CT.