



**Kentucky Education Association
Job Description**

Title: UniServ Associate
Department: Affiliate Relations
Supervisor: Assistant Executive Director of Affiliate Relations
Employee Group: KEASO Bargaining Unit
Location: KEA Elizabethtown office
Employment Status: Fulltime / Permanent
Salary: Negotiated contract between KEASO and KEA
Closing Date: June 3, 2022 at 5:00 PM Eastern

The Kentucky Education Association is seeking applicants for a full-time Associate to support all categories of KEA's membership out of its Elizabethtown, Kentucky field office.

Kentucky Education Association is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Summary of Position:

The UniServ Associate is responsible for providing support and assistance to the assigned UniServ Director(s) and elected district and local leadership, in conducting program activities and maintaining a smooth office operation.

KEA Mission and Vision:

KEA is the preeminent voice for quality public education. We unite, organize, and empower our members to advocate for themselves and to ensure a quality public education for every Kentucky student.

Association Values:

- **Advocacy:** uses effective, meaningful communication and action to promote the interests of school employees and public education
- **Collective Action:** works together to achieve common goals
- **Integrity:** demonstrates sincerity, trustworthiness, and reliability
- **Professionalism:** directs sound judgment, empathy, and high standards
- **Respect:** consistently values individuals and their contributions
- **Unity:** lays the foundation for a strong association through shared vision

Essential Position Responsibilities:

Administrative Support: Provide routine secretarial assistance to the UniServ Director. Additionally, provide secretarial assistance to local and district association leadership working collaboratively with the UniServ Director.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify add/or remove duties, and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Data Management: Create and maintain accurate member information in IMS or other approved database; Correspondence, data entry and retrieval, filing, materials preparation, and dissemination. Maintain all appropriate accounts, files, and office inventory including the ordering of necessary supplies.

Office Management: Maintain office operation and oversee the day-to-day logistics for maintaining a clean and well-organized workspace in the absence of the UniServ Director. Maintain office inventory, including the ordering of necessary supplies and maintaining petty cash and other appropriate accounts.

Education & Experience:

- High school diploma or GED required
- Successful completion of job-related coursework beyond high school or equivalent experience preferred
- Excellent computer skills (Microsoft Office Suite) required
- Excellent communication skills required
- Database experience preferred, including timely and accurately inputting information and extracting relevant reports

Behavioral Competencies:

Adaptability: Adapts well to changes in assignments and priorities; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; approaches change positively and adjusts behaviors accordingly.

- Acknowledges new information and adjusts responses accordingly
- Adjusts timelines, results, and expectations appropriately to changing needs
- Identifies ways to incorporate new practices into existing framework
- Overcomes obstacles to achieve results
- Persists towards solutions and goals in changing circumstances
- Remains flexible and open to new ideas and encourages others to value change
- Thinks and acts effectively under pressure
- Understands changes in work tasks, situations, and environment as well as the basis for change

Applied Learning: Learns and properly applies new job-related information in a timely manner. Absorbs and comprehends job-related information from formal training and other formal and informal learning experiences.

- Analyzes both successes and failures for clues to improvement
- Experiments and will try anything to find solutions
- Notices the need to change personal, interpersonal, and managerial behavior quickly
- Seeks feedback
- Watches others for their reaction to his/her attempts to influence and perform, and adjusts

Communication: Clearly conveys and receives information and ideas through a variety of media to individuals or groups in a manner that engages the listener, helps them understand and retain the message, and invites response and feedback. Keeps others informed as appropriate; demonstrates good written, oral, and listening skills.

- Clearly and effectively conveys information verbally and in writing

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- Ensures that regular communication occurs based on the needs of the work, the individual, management, or the situation
- Identifies and uses effective communication channels and methods (e.g., presentations, electronic dissemination, social media)
- Listens actively and asks appropriate questions
- Models open, non-defensive, direct, and thoughtful communication
- Uses analogies, visuals, and other techniques to tailor communications to specific audiences
- Utilizes skill in presenting information, analysis, ideas, and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience

Conflict Management: Uses appropriate interpersonal styles and techniques to reduce tension and/or conflict between two or more people; sizes up situations quickly; identifies common interests; facilitates resolution.

- Expresses disagreements in a way that does not attack or disparage others
- Facilitates the development of creative solutions to conflict
- Helps uncover underlying and unstated issues causing the conflict
- Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations
- Knows when to compromise and when to stand firm

Decision Making/Problem Solving: Breaks down problems into components and recognizes interrelationships; makes sound, well-informed, and objective decisions. Compares data, information, and input from a variety of sources to draw conclusions; takes action that is consistent with available facts, constraints, and probable consequences.

- Actively looks for discrepancies and inconsistencies in available information
- Approaches a complex task or problem by breaking it down into parts and considers each part in detail
- Considers the costs, benefits, risks, and chances for success, when making a decision
- Coordinates with others within his/her network, subject-matter experts and /or additional senior staff to interpret administrative policies, offer advice and solve related problems
- Draws sound, fact-based conclusions, particularly when under pressure or faced with ambiguity
- Generates solutions, taking into consideration political, organizational, and individual realities
- Identifies options for solving a problem and evaluates the relative strengths and weaknesses of each option
- Makes informed, timely and effective decisions, distinguishing between relevant and irrelevant information, and consulting others, when appropriate
- Researches issues thoroughly, does not jump to quick conclusions or formulate opinions based on incorrect assumptions, or inaccurate/incomplete information
- Seeks information about alternatives and chooses an option that meets a goal, solves a problem, or avoids a risk
- Uses a logical method for organizing and analyzing information

Member Focused: Makes members and their needs a primary focus of one's actions; gains member trust and respect; meets or exceeds member expectations.

- Balances interests of a variety of members
- Conveys a positive attitude when interacting with members
- Engages the member as a partner in leadership development and attaining association goals
- Establishes and maintains credibility with the public, members, and colleagues

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- Makes use of specialized knowledge to assist members in resolving problems
- Understands members and takes a proactive approach to meeting their needs in an effective and timely manner

Planning & Organizing: Organizes work, sets priorities, and determines resources requirements; determines necessary sequence of activities needed to achieve goals in a complete and timely manner.

- Anticipates problems and mitigates risks
- Consults with supervisor to determine priorities if necessary
- Implements or utilizes strategic plans on a daily basis
- Maintains a high level of energy and commitment to juggle multiple tasks and priorities
- Negotiates adjustments in timelines and/or scope of work, when appropriate
- Organizes work, sets priorities, and determines resource requirements
- Provides work-in-progress status updates proactively and informs others when work is completed
- Recognizes and addresses the interdependences of activities and resources
- Sets, commits to, and maintains high standards for quality work and responsiveness; readily re-adjusts priorities to respond to pressing and changing demands
- Takes advantage of available resources to complete work efficiently
- Uses time effectively and prevents distractions from interfering with work completion

Quality Orientation: Monitors and checks work to meet quality standards; demonstrates a high level of care and thoroughness; checks work to ensure completeness and accuracy. Sets high standards and well-defined, realistic goals for own work; displays a high level of effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve.

- Actively looks for ways to improve the quality of all work
- Acts as a role model and example to others
- Delivers a high quality service to both internal and external stakeholders
- Goes for quality rather than quantity, carefully reviewing outputs
- Maintains institutional brand standards
- Sets a high standard of quality for themselves and others
- Sets up guidelines relating to quality and monitors work against the set standard

Teamwork: Participates as an active and contributing member of a team to achieve team goals. Works cooperatively with other team members, involves others, shares information as appropriate, and shares credit for team accomplishments.

- Fosters a working atmosphere conducive to collaborative efforts
- Identifies areas of personal expertise and seeks out opportunities to lend expertise to working groups to maximize outcomes
- Listens to constructive feedback and incorporates suggestions to achieve collective objectives
- Participates willingly and effectively on team assignments and projects
- Solicits input from team members
- Works collaboratively together with others to achieve group goals and objectives

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Technical Competencies:

Administrative Support: Performs and facilitates execution of administrative activities and procedures for the operation of an office or facility.

- Coordinates planning and/or scheduling of meetings and events
- Manages correspondence and communicates organizational information to appropriate parties as required
- Manages office/facility repositories and record keeping systems for storage, tracking and retrieval of information and materials
- Monitors and recommends methods for improvement of office/facility procedures and functions
- Possesses the ability to take shorthand/speedwriting
- Prepares and/or updates reports, correspondence, and other documents
- Serves as a trusted partner providing support on administrative and business management matters/activities
- Utilizes and stays current on available technology and standard office equipment, including typewriter, copy machine, computers, calculator, and Dictaphone

Industry Knowledge:

- High level of proficiency in Microsoft Office and Internet-based data programs.
- High level of proficiency in IMS or similar databases or willingness to be trained

Internal Resource Management: Identifies, prioritizes, and manages resources (e.g., people, systems, space, budgets, and contracts) to foster productivity and deliver solutions.

- Applies knowledge of organization to define requirements and acquire resources
- Articulates the functions and objectives of the organization and the relationship between own office and the larger organization
- Builds and leverages networks to work across the organization and achieve results
- Develops realistic and manageable budgets based on organizational goals, objectives, and priorities
- Optimizes processes by coordinating interactions across the organization
- Tracks and evaluates organizational budget, inventory, space, purchasing and personnel activities

Office Administration: Applies knowledge of support principles, practices, policies, and processes to ensure effective and efficient administrative operations.

- Gathers, organizes, maintains, and archives data, information, and records manually and through computer-based applications systematically (alphabetically, chronologically, by subject, etc.)
- Manages correspondence and communicates organizational information to appropriate parties as required
- Manages office/facility repositories and record keeping systems for storage, tracking, internal control, and retrieval of information and materials
- Prepares and/or updates reports, correspondence, and other documents
- Resolves administrative issues by deducing appropriate avenues of inquiry or sources of information
- Structures and organizes administrative work to promote the efficient operation of the office

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Other Requirements:

- Ability to maintain physical condition and stamina appropriate to the performance of assigned duties that may include sitting and standing for extended periods, operating office equipment, using technology and limited lifting and carrying related to office responsibilities
- Ability to pass a criminal background check
- Access to a personal automobile for work use, and ability to provide evidence of insurance
- Must possess and maintain a valid Kentucky driver’s license, or have the ability to obtain one
- Willingness to travel extensively by various conveyances, including driving an automobile

Locations: KEA has offices statewide. The location for this position is the KEA Elizabethtown office. The successful applicant will be expected to maintain a regular work schedule and be present at the worksite during normal operating hours.

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Employee’s Signature (acknowledging receipt of a copy)

Date

Supervisor’s Signature

Date

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