

Opportunity: Administrative Assistant / Receptionist – Castle Rock

Our Collective Vision

The core values of Hollis + Miller are at the heart of everything that we do. As a Hollis + Miller team member, you live our core values through your day-to-day efforts as we work together to Design the Future.

- We are **purpose driven**, making a difference by impacting the lives of others through our work.
- We are **people centric**, empowering those around us to learn and grow within our dynamic culture.
- We believe in the **power of we**, supporting diversity of thought and recognizing that good ideas can come from anywhere.

Why You're Here

1. Minimum high school diploma or GED.
2. Minimum 2-3 years of professional experience specific to this role; Professional experience in an AEC firm is preferred.
3. Proficiency in Microsoft Office software, specifically Outlook, Word, Excel, and Teams.
4. Proficiency in virtual meetings, specifically Zoom, and supporting teams in a remote capacity.
5. Proficiency in Deltek Vantagepoint is preferred.
6. Valid driver's license, as it may be necessary to perform work-related assignments outside the office.
7. You have documentation that allows you to work in the United States of America.
8. You have met the required background check standards.

Who You Are

1. Creative mind, positive attitude, accountable, thorough, results oriented, excellent communicator and relational skills.
2. Exceptional drive, commitment, initiative, strong time management, able to problem solve independently and skillfully.
3. A self-starter, recognizing needs and stepping into opportunities to support the greater good of the firm.
4. Able to set an example of leadership and teaming through a spirit of cooperation.
5. Professional appearance and demeanor.

What You Do

1. A Leader
 - a. Primary contact to Castle Rock Studio team members for administrative needs.
 - b. Demonstrate exceptional client services, both internally and externally.
 - c. Ensure organizational effectiveness and efficiency.
 - d. Communicate availability and opportunity for support by administrative team to Studios and Administrative Lead.
 - e. Use discretion, diplomacy, and sound judgment to solve problems independently.
 - f. Strong communication skills to coordinate meetings and help to organize large projects.
 - g. Implement on behalf of the Administrative Lead, Accounting, Human Resources, and IT, ensuring that firm-wide direction, operations, and procedures are successfully implemented to your specific office location.
2. A Coach
 - a. Mentor less experienced Administrative and Studio team members on HMA processes and office how-tos.
3. A Receptionist, aka "Director of First Impressions"
 - a. Deliver exceptional service to our clients, visitors, and trade partners.
 - b. As "Director of First Impressions", you are the first point of contact, offering a warm and friendly atmosphere.
 - c. Manage incoming phone calls, using a multi-line phone system for the Castle Rock office, and as backup to the Kansas City office as needed.
 - d. Ability to hear and communicate well on the telephone; ability to greet and assist visitors.
 - e. Keep reception and all office public use areas, including kitchen and kitchen equipment, clean and professional in appearance, including emptying of the dishwasher.



- f. Responsible for evacuation, in cases of emergency, acting as first point of contact for guests and the emergency services.
 - g. Coordinate and facilitate preparation and space setup for in-office client meetings and internal events, including food and drink ordering, delivery, setup, and cleanup. Coordinate with our Kansas City based Event Coordinator as required.
 - h. Respond to requests from clients for assistance or information.
 - i. Coordinate messenger deliveries and shipping.
 - j. Make travel arrangements and coordinate rental cars.
 - k. Compose correspondence and other documents.
 - l. Order and return material samples.
 - m. Drop off mail outside the office.
 - n. Maintain and replenish office supply inventory.
4. An Administrative Assistant
- a. Reports to Kansas City office based Administrative Lead and Castle Rock office Partner.
 - b. Create and maintain complex spreadsheets, text documents, and PDF documents.
 - c. Log, track, and process shop drawing submittals, RFIs, pay applications and associated markups throughout construction administration.
 - d. Type, edit (picking up mark-ups), proofread, and compile correspondence and documentation.
 - e. Scan document and large-format plan sets.
 - f. Prepare meeting notes, and professional letters and documents, as needed.
 - g. Prepare and revise AIA contract documents.
 - h. Implement and be accountable to office operations budget (food, drinks, supplies, etc.) as set by Administrative Lead and Firm Leadership.
 - i. Communicate with service providers to ensure equipment is operational and available for staff.
 - j. Implement firm-wide operations standards and procedures as set by Administrative Lead, Directors, and Firm Leadership.
 - k. Implement and maintain firm-wide standard filing system as set by Administrative Lead.
 - l. Implement firm-wide procedure for record retention as set by Administrative Lead.
 - m. Ensure protection and security of on-site files and records as set by Administrative Lead.
 - n. Coordinate with Administrative Lead on transfer and disposal of records according to retention schedules and requests.
 - o. In coordination with Administrative Lead and Human Resources Team, implement new employee training for orientation, office processes, equipment, and administrative related items.
 - p. Perform other duties as assigned.
 - q. Ability to sit and work at a computer workstation for extended periods of time.
 - r. Ability to operate a wide range of office equipment, including telephone system, computer hardware and software, fax machine, scanner, large document copier, and photocopier.
 - s. Ability to lift up to 15 pounds at times.
 - t. Work occasional overtime as requested.
5. Information Technology Liaison
- a. Act as a liaison between IT Director and employees on firm-wide IT operations and procedural needs and training.
 - b. Coordinate with IT Director on service needs and local service providers.

We may alter any or all of the above from time to time to further our desire to make you, ourselves and our clients great!

Hollis + Miller is an Equal Opportunity Employer

