

**Sedia Biosciences Corporation**  
Job Description

**Job Title:** Receptionist/Administrative Assistant  
**Department:** Administration  
**Reports To:** Executive Assistant  
**FLSA Status:** Non-Exempt  
**Prepared By:** Donna Chambers  
**Prepared Date:** 08JUL20  
**Approved By:** Roger Gale  
**Approved Date:** 13 JUL 20

**Summary:**

The Receptionist/Administrative Assistant will be responsible for answering incoming calls, directing calls to appropriate staff, welcoming Company visitors, mail collection and distribution and providing additional administrative and clerical support to R&D. The first point of contact for the entire organization, which requires a positive attitude and polished, professional appearance. This position will multitask a variety of front office and administrative activities.

**Primary Responsibilities:**

- Greet company visitors and answer telephones in a prompt and courteous manner.
  - route calls and visitors to appropriate staff.
  - resolve or refer customer service issues in a timely manner. This includes answering routine procedural questions or determining the nature of the inquiry (e.g. customer service or A/P or A/R questions) and refers issues to the appropriate resource or person.
  - Follow procedures and policies for visitors. During the current public health pandemic restrictions, this includes checking visitor's temperature with handheld forehead thermometer and asking basic health questions as required by Company policy.
  - Keep conference rooms, and front lobby area clean and tidy.
- Provides administrative support to R&D and as required, to Executive Management.
  - includes filing electronic and hardcopy files for R&D management.
  - Support for compilation and organization of Design History files.
  - Document management, routing for signatures, etc.
  - Sort and distribute mail daily; deliver to appropriate department/employee.
  - Keep inventory on office supply cabinets, write up purchase requisitions as necessary, work with Materials Manager to ensure inventory is maintained.
  - Direct community volunteers for clinical sampling to the appropriate waiting room and notify the clinical research manager of their arrival
- Fosters an environment of strong team spirit, timely and effective communications, sense of urgency, high motivation and inspire teams to achieve goals in the immediate and longer term.

Be an active and visible change agent, promoting flexible and open mindsets to new opportunities.

- Corporate Governance;
  - Proactively promote positive Safety Culture and cGMP operating principles.
  - Performs tasks in accordance with the governing document (e.g., SOP, batch record, work instruction).
  - Ensures proper and accurate documentation of tasks
  - Alerts Supervisor/Manager to nonconforming product and deviations from governing document.
- May occasionally be required to perform short term off-site deliveries or pickups.
- Other duties as may be assigned by supervisor.

**Supervisory Responsibilities:**

- None required.

**Essential Functions and Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical:	Collects data under supervision.
Design:	No design input expected.
Problem Solving:	Gathers information in a timely manner and provides to manager or other Sr. team members.
Project Management:	None required.
Technical Skills:	None required.
Customer Service:	Reports customer complaints or concerns. Meets customer commitments.
Interpersonal Skills:	Good interpersonal skills and ability to work with others. Focuses on solving conflict, not blaming. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others' ideas and tries new things. Disagrees with respect for others' views and needs, and not out of emotion.
Oral Communication:	Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; focused on clear polite respectful communication.
Written Communication:	Writes informatively. Able to read and understand written information.
Teamwork:	Supports team responsibilities. Exhibits openness to others' views; Gives and welcomes feedback; Contributes to positive team attitude; Supports everyone's efforts to succeed.
Visionary Leadership	None required.

Change Management:	Supports implementation and other plans resulting in change; Supports those affected by change.
Delegation:	May not delegate tasks but may seek cooperative support.
Leadership Skills:	Strives to exhibit confidence in self and strives to set a standard of excellent performance for peers and others in the team; Accepts feedback from others; Gives appropriate recognition to others. Displays positive work ethic and commitment to quality.
Managing People:	No formal people management responsibilities. Seeks to elicit cooperation from others using soft skills including encouragement, buy in, collaboration and sharing of credit.
Quality Management:	Committed and supportive of the Company's Quality Policy along with a high-quality output. Looks for ways to improve and promote quality.
Business Acumen:	Shows an awareness of focus on corporate goals.
Cost Consciousness:	Helps implement cost saving measures; Conserves organizational resources.
Diversity:	Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
Ethics:	Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
Organizational Support:	Follows policies and procedures; Supports organizations goals and values; Supports affirmative action and respects diversity.
Strategic Thinking:	None required.
Judgement:	Displays willingness to make decisions on own work; Generally, displays sound and accurate judgement; Can generally support and explain reasoning for decisions; Seeks input for decisions that aren't clear or more information is needed in decision-making process as needed.
Motivation:	Strives to be self-motivated, seek out tasks without being told to perform in all cases and identifies challenges for self-improvement.
Planning/Organizing:	Plans personal work activities; Uses time efficiently and exhibits a sense of urgency.
Professionalism:	Approaches others in a tactful manner. Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
Quality of Work:	Demonstrates accuracy and thoroughness; exhibits attention to detail.
Quantity of Work:	Generally, meets productivity standards; Completes work in timely manner; Strives to increase productivity.

Safety & Security:	Observes safety and security procedures; Determines appropriate action using guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly. Ensures that facility security measures are followed, and intellectual property and company confidential information is secured from outside parties.
Adaptability:	Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change; delays; or unexpected events.
Attendance/Punctuality	Is consistently at work and on time; Ensures work responsibilities are covered when absent; Advises supervisor of planned absence in advance and notifies office when unexpected absence prevents appearing at work. Arrives at meetings and appointments on time. Displays respect for another person's time.
Dependability	Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
Initiative	Volunteers readily; Willing to undertake self-development activities; Asks for and offers help when needed.
Innovation	May generate suggestions for improving work.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

High school, or Training Certificate; this is an entry level position. Any Related Experience a plus.

**Language Skills:**

Ability to read and understand procedures. Ability to respond to questions from groups of peers and supervisor. Proficient in English.

**Mathematical Skills:**

Ability to perform basic math functions (addition, subtraction, multiplication, division).

**Reasoning Ability:**

Ability to define simple problems, collect data, establish facts and draw basic valid conclusions.

**Computer Skills:**

Proficient in the use of an Internet Browser(s), Email, Microsoft Word, Microsoft Excel; Adobe Acrobat Reader.

**Certificates, Licenses, Registrations:**

Valid Driver's License required.

**Other Skills and Abilities:**

None.

**Other Qualifications:**

Works well under pressure without getting frustrated; works productively under tight deadlines. Presents self professionally to visitors as first impression and representative to company. Should be professionally dressed, with proper hygiene.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**General Environmental Exposures:**

While performing duties of this job, employee is frequently required to walk, sit and talk or hear. Employee is often standing or sitting and engaging in repetitive movement throughout the entire shift stand; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, or crouch.

Elevation:	N/A
Reagent and Chemical Exposure:	Rarely exposed to airborne particles; irritants, or chemical fumes. No access to laboratories.
Mechanical and Electrical Exposure:	Rarely exposed to moving mechanical parts, vibration, and slight risk of electrical shock.
Biohazardous Agent Exposure:	Laboratory uses human pathogens either live or inactivated, and human body fluid specimens. This position does not have laboratory access. Exposure not likely in this position.

**Equipment:**

Office equipment; computer (including Zoom or other videoconferencing), audiovisual equipment, calculator, multi-function copier/scanner.