

NARA is Hiring!

Please read ALL of the following announcement before replying.

NARA is hiring a full-time Administrative Assistant. Benefits include health insurance support, vacation leave, sick leave, 401(k) match, 13 paid holidays, and office closure between Christmas and New Year's Day (without deduction from vacation time).

This is a virtual position. Employees are required to maintain a dedicated home office space that is separate from the rest of the home and provides professionalism, security, and confidentiality for records, documents, and communications. Some travel is required.

This role is ideal for someone who is organized, dependable, detail-oriented, and interested in growing within a professional development-focused organization. At NARA, professional development and continuous learning are central to our mission and culture. We believe in supporting individuals as they build new skills, expand their knowledge, and grow professionally over time. While prior administrative experience is preferred, NARA is prepared to train and invest in the right candidate who demonstrates professionalism, initiative, and a commitment to learning.

NARA values individuals who are professional, adaptable, collaborative, and committed to continuous learning and professional development.

Salary range: \$40 - \$45K

In order to express interest, please submit:

- Resume (not to exceed 3 pages)
- Cover Letter (1 side of a single page max.)
- Date available to begin

No additional documentation should be included. Please ensure all relevant experience is reflected within the resume and cover letter. Submit all materials to operationsdirector@naralicensing.org

The cover letter should be one side of a single page max. and should specifically address:

1. The role professional development has played in your career growth
2. Examples of meaningful learning, training, or credentialing experiences
3. Your approach to organization, communication, and administrative support

4. Why this position interests you

As this role requires strong attention to detail and the ability to follow established processes, applicants should carefully review and follow all application instructions.

Please include the phrase “continuous learning matters” within your cover letter.

Application Timeline

Applications will be accepted for a two-week period beginning Tuesday, May 26, 2026, and closing Tuesday, June 9, 2026.

NARA anticipates conducting interviews throughout June, with an anticipated start date between mid-July and early August 2026. This timeline is intended to allow adequate onboarding and training prior to the Annual Licensing Seminar.

Hiring Process

The hiring process will begin with an initial interview conducted by the Director of Operations. A smaller group of finalists may then be invited to additional interviews, which could include meetings with the Executive Director and/or other members of the NARA team.

The structure of later interview rounds may vary depending on the number of applicants and the overall candidate pool.

Submit all materials to operationsdirector@naralicensing.org

Date Created:	October 3, 2022	Created by:	Executive Director
Last Revision:	May 07, 2026	Revised by:	Operations Manager
Date Approved:	May 19, 2026	Approved by:	Executive Director & CEO
Proposed Revision:		Proposed by:	

NARA POSITION DESCRIPTION

Position Title: Administrative Assistant

DESCRIPTION AND DUTIES:

The Administrative Assistant is a customer service focused, detail-oriented position within NARA. Guided by NARA’s values, the Administrative Assistant is responsible for providing stellar administrative support services to both internal and external stakeholders. Driven by our values, NARA team members are supported with transparent, consistent processes and clear accountabilities. Each team member sets and delivers on project goals and deliverables.

Under the general supervision of the Director of Operations, the Administrative Assistant works closely with the Director of Operations to assist the Executive Director and the rest of the NARA team. This position is responsible for performing complex administrative responsibilities and providing program support for the organization. This position is responsible for handling and preparing confidential and sensitive correspondence that has an impact on NARA membership, professional development, and other NARA lines of service.

This position is responsible for answering inquiries to NARA’s telephone and email accounts, drafting correspondence, tracking registrations, memberships, and assisting with onsite NARA events.

This position has extensive contact with the public and deals constantly with confidential and sensitive information. The position requires tactful monitoring of workflow and detailed knowledge of roles and responsibilities within the organization. This position monitors the receipt of required initial/renewal membership applications and fees, reviews submitted material for completeness, and updates databases.

This may be a full-time or part-time position employed as an at-will position. This position is a non-exempt position.

SPECIFIC RESPONSIBILITIES:

1. Adheres to NARA’s core values and mission. Understands NARA history and ensures transparency.
2. Completes all assigned specific responsibilities for assigned tasks.
3. Communicates any issues or concerns to the Director of Operations.
4. Model the behavior described in the NARA Code of Ethics and annually sign declaration.
5. Serve as primary contact for designated telephone and email accounts, responding and transferring calls or emails.
6. Refer inquiries as needed to NARA Director of Operations and others as necessary.
7. Compile reports, other communications, and background materials as requested.

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8. Maintain and keep up to date an electronic filing system for the organization.
9. Independently compose responses to basic questions to ensure prompt and complete answering of all inquiries.
10. Obtain information necessary to be fully informed about and/or to respond to inquiries, phone calls, emails, or correspondence.
11. Maintain appointment calendar for the organization.
12. Prepare and proof drafts of confidential materials, including letters, reports, complex documents, charts, contracts, memorandum agreements, etc.
13. Compile, finalize and disseminate emails and mass communications as scheduled or requested.
14. Support other departments, as requested.
15. Schedule, manage and coordinate events such as meetings, webinars, etc.
16. Assist with maintaining and updating NARA’s Shopify store, including product listings, collections, inventory tracking, and related communications.
17. Assist with management and coordination of NARA’s event platform(s) for the Annual Licensing Seminar and other events, including attendee information, agenda updates, speaker materials, and event communications.
18. Manages Admin@naralicensing.org email and related communications, typically responding within 1 – 2 business days.
19. Other duties, as assigned.

POSITION REQUIREMENTS

- Minimum high school diploma.
- Strong written and verbal communication skills.
- Strong organizational skills with a high level of attention to detail.
- Ability to manage multiple tasks, prioritize work, and consistently meet deadlines in a fast-paced environment.
- Ability to follow detailed instructions and work effectively with multiple stakeholders. Demonstrate sound judgment, professionalism, and ethical decision-making
- Ability to learn new systems, platforms, and processes quickly.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint).

Preferred Qualifications

- Associate’s degree and/or relevant professional experience, or an equivalent combination of education and experience.
- Two to three years of related experience in administrative support, customer service, nonprofit, association, event coordination, or similar work environments.
- Experience managing multiple projects and processes within complex or fast-moving environments
- Familiarity with Google Workspace, Zoom, databases, learning management systems, or membership platforms.

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- Experience with Shopify or other e-commerce/order management systems.
- Experience reviewing survey responses and identifying trends, feedback, or useful data insights.
- Comfort working with spreadsheets, forms, and basic reporting tools

SKILLS AND ATTRIBUTES

- Highly organized and able to effectively prioritize a dynamic workload.
- Strong attention to detail, strong discipline and outstanding work ethic.
- Commitment to continuous improvement and organizational health.
- Able to support multiple team members and work effectively within a team.
- Tech-savvy and able to work within existing systems and recommend continual improvement.
- Serve as an ambassador for NARA.
- Professional demeanor with a positive attitude and growth mindset.
- Driven to provide excellent customer service both internally and externally.
- Adaptable, collaborative, and committed to continuous learning and professional development.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

ADDITIONAL REQUIREMENTS

- This position will be required to set up a home office and work remotely.
- Some travel will be required.