



## Specialist, Office Administration & Operations National Grain and Feed Association

The **National Grain and Feed Association (NGFA)** is a leading U.S. trade association representing more than 700 companies across the grain, oilseed, feed milling, processing, biofuels, integrated livestock, brokerage, transportation, and broader agribusiness sectors. Through policy advocacy, safety initiatives, industry education, and member engagement, NGFA supports and advances a diverse and mission-driven industry.

NGFA's work is amplified by a collaborative, high-performing staff team that relies on strong internal operations, efficient administrative processes, and seamless office functionality. The Specialist, Office Administration & Operations, is essential to delivering that experience. This role keeps the organization running smoothly day-to-day, supports financial and operational workflows, and ensures executive leadership can operate at their highest level. This is an ideal role for a proactive professional who thrives on organization, service, accuracy, and operational excellence.

### **Position Overview**

The **Specialist, Office Administration & Operations**, serves as the backbone of NGFA's office and administrative environment. This role blends office management, accounting coordination, staff support, and executive assistance—creating a smooth, efficient, and welcoming operational experience for staff, members, visitors, and partners. The ideal candidate is highly organized, detail-obsessed, flexible, and excited to enhance and modernize office processes that keep NGFA's mission moving forward.

### **Office Administration & Operations:**

- Oversee all daily office functions to maintain an organized, professional, and efficient workplace.
- Monitor general email inboxes and route inquiries to the appropriate NGFA teams.
- Answer NGFA's main phone line, manage general voicemail, and ensure timely follow-up.
- Serve as the primary point of contact for visitors, vendors, and deliveries, representing NGFA with professionalism and warmth.
- Manage office supply inventories and replenish proactively based on staff needs and workflow demands.
- Respond to internal staff requests, coordinate office upkeep, and interface with building management to maintain a smooth office environment.
- Provide general clerical and administrative support—including document preparation, mail handling, shipping coordination, and scheduling support.
- Support special administrative or operations projects as assigned to enhance organizational efficiency.

### **Accounting & Financial Operations Support:**

- Manage the invoicing process to ensure accuracy and timely revenue recognition.
- Process and generate checks based on staff requests and approved documentation.
- Manage incoming payments and bank deposits; prepare and deliver all necessary information to relevant team members.
- In partnership with the VP, Systems & Office Operations, collaborate with NGFA's outsourced accounting team to ensure smooth financial workflows.
  - Provide detailed breakdowns and accounting codes for revenue items.
  - Assist with AP/AR tasks and payment processing, as applicable.



### **Leadership & Executive Support:**

- Provide high-level administrative support to executive leadership with professionalism, discretion, and attention to detail.
- Manage calendars, coordinate internal and external meetings, and assist with scheduling priorities.
- Arrange travel, prepare itineraries, and support logistics for on-site and off-site meetings or events.
- Manage sensitive or confidential communications with a high degree of integrity and judgment.
- Prepare board or committee materials as needed, supporting NGFA's governance operations.

### **Skills & Competencies:**

- Proficiency with Microsoft Office Suite, CRM/AMS systems (Microsoft Dynamics), and Accounting platforms (such as Bill.com or Sage Intacct).
- Exceptional organizational skills with the ability to handle multiple priorities in a fast-paced, deadline-driven environment.
- Strong attention to detail and commitment to accuracy, particularly in financial processes.
- Clear, professional communication skills—both written and verbal.
- Customer-service mindset, with the ability to support staff, members, and visitors with warmth and professionalism.
- Ability to work independently while contributing positively to a collaborative team culture.
- Experience working within a trade association, membership organization, nonprofit, or professional services environment is a plus.

### **Qualifications:**

- 2-4 years of experience working in office administration, operations, accounting, or administrative support roles.
- Bachelor's Degree (Majors in Business Administration or Accounting are a plus, but not required).
- Ability to work in the NGFA office in Arlington, VA
- Excellent written and oral communication skills.

### **Salary:**

Competitive salary commensurate with experience.

### **How to Apply:**

Please submit a cover letter, salary requirements, and resume to [jobs@ngfa.org](mailto:jobs@ngfa.org). Only submissions through this address will be considered. Relocation benefits not included.

*The National Grain and Feed Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, race, sex, sexual orientation, religion, protected veteran status, disability, marital status, or any other characteristic protected by federal law.*