

JOB DESCRIPTION

TITLE: ADMINISTRATIVE ASSISTANT

DEPARTMENT: SUBSIDY AND FAMILY SERVICES DEPT.

REPORTS TO: DIRECTOR OF FAMILY SERVICES

STATUS: NON-EXEMPT

JOB SUMMARY: Under the supervision of the Director of Family Services and is responsible for inputting information into database systems and supporting staff.

DUTIES

1. Receives all applications, eligibility documentations and distributes to the appropriate staff.
2. Inputs all information into the database system.
3. Matches all information received to the correct files.
4. Prepares letters about status and missing information and mails or gives to client.
5. Assesses all requests for eligibility and family services.
6. Prepares and maintains all case records for eligibility and family services.
7. Completes follow-up calls and sends out appropriate response.
8. Assist with Redeterminations.
9. Makes copies, collates and staples.
10. Date stamps incoming mail as received.
11. Performs other clerical duties as needed, such as filing, photocopying, and collating.
12. Provides back up to other clerical support functions, as needed.
13. Ensures confidentiality of all information received on clients.
14. Maintains general neatness of office work area.
15. Takes notes at department meetings and maintain minutes for the Eligibility & Family Services Department.
16. Prepares materials and assists families to complete applications at fairs, community outreach events or on site at centers.
17. Participates in agency initiatives and in-service training.
18. Participates in all advocacy efforts; as well as community outreach events in which the agency is involved before, during and after hours; as well as on the weekends.
19. Reports to Eligibility and/or Family Services Coordinator when the Manager is absent.
20. Any duty assigned by the Chief Executive Officer or his/her designee.

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

Associates Degree preferred, and/or HS diploma or general education degree (GED): and 1-2 years of related experience and/or training; or equivalent combination of education and experience.

SKILLS

Computer, copier, fax machine, folding machine, postage machine, date stamp machine, laminator, telephone, office systems, email effectively, attention to detail, accuracy and business communications.

LANGUAGE SKILLS

Ability to: read and comprehend simple instructions, short correspondence, and memos. Ability to: write simple correspondence. Ability to: effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

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; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms and climb or balance. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, 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. The noise level in the work environment is usually moderate.

INITIATIVE/JUDGEMENT

Must be able to use good judgment in answering calls, answering emergencies and notifying appropriate people.

DISCLAIMER CLAUSE

Job descriptions and specifications are not intended and should not be construed to be an exhaustive list of all responsibilities, skills, or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.

VALUES

<ul style="list-style-type: none">• support/believe in the mission of 4CS• professionalism• excellent customer service• hardworking• leadership• resilient• works on self-awareness and other awareness	<ul style="list-style-type: none">• committed to excellence• flexible• open-minded• problem-solving• critical thinking skills• courtesy to and respect for everyone (colleagues, clients, customers)
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I hereby acknowledge that I have reviewed the Job Description and understand that I am responsible for becoming familiar with its contents. I understand that it is my responsibility to follow the Job Description and to use this as a guideline to perform the job duties that are expected of the agency.

Signature_____

Date_____