

# MountainHeart

## Job Description

**Job Title:** Administrative Assistant Manager  
**Department:** Child Care Resource and Referral  
**Reports To:** Supervisor  
**FLSA Status:** Non-exempt  
**OSHA Category:** Category 3

**Summary:** Under general supervision, performs a wide variety of responsibilities. Duties and activities are of a general and specialized nature in support of the assigned program area; performs a range of office and administrative support functions

### **Essential Duties and Responsibilities:**

- Assists Supervisor and Case Managers with filing and administrative duties
- Assigns program specific duties to the Administrative Assistant, as necessary
- Assists the Program in loading and unloading van, (e.g., TRAILS & CCR&R Resource Vans)
- Logs in and date stamps incoming mail, client paperwork and meters outgoing mail
- Types and mails out correspondence as requested
- Reviews monthly-submitted payment forms for errors. Shares findings with Case Managers and/or Supervisor
- Orders and inventories supplies and furniture
- Logs in and processes childcare provider payments through FACTS
- Documents staff attendance and call-in information on a daily basis
- Oversees and displays resource materials in waiting area
- Refers clients to information in the Resource Directory as needed
- Assist with the update of relevant resources for the Resource Directory
- Prepares client/provider packets
- Prepare and distribute Business Packets within service delivery area
- Assist Community Outreach & Resource Specialist with preparation & set-up of community events and displays as needed
- Requests childcare center attendance sheets for audits
- Data Entry
- Conduct customer service surveys
- Participates in quality training for all Administrative Assistant staff.
- Answer phones in a pleasant and polite manner
- Assists in the ordering and purchasing process
- Maintain confidentiality at all times
- Other duties as assigned

### **Supervisory Responsibilities:**

This position does not have supervisory responsibility.

**Competencies:**

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

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Some computer skills including knowledge of Microsoft Word, FACTS and Excel. Excellent communication skills. The ability to use office equipment.

**Education and/or Experience:**

High school diploma required. Must have valid driver’s license. APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges.

**Language Skills:**

Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**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. The employee is frequently required to type and sit. The employee is occasionally required to carry, reach, and walk. The employee may need to lift up to 50 pounds.

**Work Environment:**

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. This position requires sitting, standing, balancing, climbing, crawling, kneeling, overhead work, driving, and crouching, among other physical functions. The noise level in the work environment is usually quiet.

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Employee Signature

Date