



## Job Description

**Job Title:** Administrative Assistant  
**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 duties. Duties and activities of a general and specialized nature in support of the assigned program area; performs a range of office and administrative support functions; and prepares and edits a wide range of documents and reports ranging from general correspondence to technical reports. Provides first contact with clients through face to face greeting or telephone interaction.

### Essential Duties and Responsibilities:

- Assists Supervisor, Case Managers and other program staff with administrative support duties, as assigned.
- Manage front desk, answer telephone, take messages for staff members, data entry, process mail, make copies and handle client requests.
- Greet customers and staff in a professional manner.
- 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.
- 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.
- Logs in and processes child care provider payments through PATH.
- Documents staff attendance and call-in information on a daily basis.
- Prepare correspondence, reports and other documents as requested.
- Assist staff with filing confidential documentation.
- Assists in the ordering and purchasing process.
- Maintain inventory on office supplies and furniture.
- 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.
- Participates in quality training for all Administrative Assistant staff.
- Conduct customer service surveys.

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- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals.
- Maintain confidentiality.
- Collaborate with agency colleagues to reach agency goals and objectives.
- Participate in agency committees as needed.

**Supervisory Responsibilities:**

This position does not have supervisory responsibilities.

**Competencies**

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

- Quantity - Completes work in a 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.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

**Core Values**

To perform this job successfully, you must adhere to the agencies core values:

- |                      |                 |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork           | • Considerate   |
| • Equality           | • Innovation    |
| • Respect            | • Ethics        |

**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. Computer skills including knowledge of Microsoft Word and Excel. Excellent telephone skills. Ability to operate and maintain office equipment.

**Education and/or Experience:**

High school diploma required.

Must have valid West Virginia driver's license; clear criminal background and APS/CPS check must be bondable.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from, clients, customers, and the public.

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**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 stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

**Work Environment:**

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

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Employee Signature

Date

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