

MountainHeart

Job Description

Job Title: Regional Administrative Specialist
Department: Child Care Resource and Referral
Reports To: Program Director
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: Under direction, provides high level administrative assistance to department head; performs a full range of varied complex, sensitive, and confidential duties. This position requires office administrative and programmatic knowledge with minimal direction. Must be able to exercise independent judgment and initiative and assist department head with technical and general administrative details. This position also serves as a liaison with staff, outside agencies, clients, providers and the general public.

Essential Duties and Responsibilities:

- Assists Program Director in administrative and program specific support as needed
- Types and mails correspondence
- Answers phones
- Assists Case Managers with program specific support
- Prepares requisitions and obtains purchase order numbers for all purchases
- Orders, tracks and maintains a sufficient amount of office supplies as needed
- Provides information to families and providers on available resources and refers clients to the Resource Directory
- Processes payment forms
- Assists in research and packaging new grant proposals
- Draft news releases and public service announcements
- Maintains communication with the Administrative Assistants, Administrative Manager, and Regional Administrative Assistant in other offices
- Takes and records minutes
- Assists in quality training and planning for quarterly meetings for all administrative support staff
- Assists Program Director in planning conferences
- Maintain confidentiality at all times
- Other duties as assigned

Supervisory Responsibilities:

There are no supervisor responsibilities with this position.

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.

Updated November 14, 2023

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

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 required; including knowledge of Microsoft Word, Excel and Power Point. Excellent telephone skills. Supports staff with technical assistance in operating and maintaining office equipment. Must have good recall memory, organizational and listening skills.

Education and/or Experience:

One year of formal training from a college and/or business school in Administrative Assistance/Specialist or Business Management or two years work experience in administrative processes.

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. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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 will sit, reach with hands and arms. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move 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.

Employee Signature

Date