



## 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.
- 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.

*Mission Statement: "Working together with individuals, families, and communities to provide resources for a better life"*

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**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
- Teamwork
- Equality
- Respect
- Inclusiveness
- Considerate
- Innovation
- 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. Some computer skills required; including knowledge of Microsoft Word, PATH, 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 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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