

MountainHeart

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 FACTS
- Documents staff attendance and call-in information on a daily basis
- Prepare correspondence, reports and other documents as requested
- Assist with making travel arrangements for staff.
- 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
- Maintain confidentiality at all times
- Other supportive duties as assigned

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

Updated: November 14, 2023

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

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 telephone skills. Ability to operate and maintain 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 clients 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 is regularly required to stand. The employee is frequently required to type, sit, and reach. The employee is occasionally required to carry and reach. 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