

HOPE SERVICES

Job Description

5/07 rev.

Position: Administrative Assistant

Classification: Non-Exempt

Salary Grade: 4

Status: Non-Bargaining

Purpose:

To provide comprehensive administrative/secretarial support to multiple programs.

Principle Responsibilities:

The following responsibilities represent the essential functions of the position. An employee in this classification is responsible for carrying out the following functions:

1. Typing and clerical work of a varied and specialized nature, including letters, memos, case histories, reports, lists, mailings, etc.
2. Assemble information from various sources and enter information onto a variety of forms and reports (including computer forms) such as purchase orders, invoices, check requests, sub hours, staff attendance, etc. and create additional forms as needed.
3. Maintain and process information and reports required for staff and client payroll, billing and invoicing. Maintain and verify program records, databases and files, i.e., client records, attendance, budget data, office files, staff/personnel records, etc.
4. Attends case review meetings and assures departmental compliance with record development and record keeping procedures and policies.
5. Answer phones, take messages, screen and distribute mail and use a variety of office machines, including computer, printer, copier, fax and calculator.
6. Attend staff meetings and take minutes when requested.
7. Provide clerical support to program staff and participate in agency support staff committee. Monitor and order office supplies and request maintenance or janitorial services.
8. Develop and maintain program handbook and desk procedure manual.
9. Assures completion of special projects as assigned.
10. Acts as a mandated abuse reporter.
11. Perform other duties, as assigned, to insure efficiency of program services.

Minimum Qualifications:

High School diploma, G.E.D. or equivalent plus one year of related experience working in an office environment.

Administrative Assistant

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Reports To: Program Manager or Coordinator

Supervisory Responsibility: None

Required knowledge, Skills and Abilities:

1. Knowledge of office methods, procedures and equipment.
2. Ability to organize time, set priorities and complete assignments.
3. Ability to manage multiple tasks.
4. Ability to relate with clients, public and staff in a positive manner.
5. Ability to exercise good judgement, self-pace and work with a minimum of supervision.
6. Basic computer knowledge in Windows 98, Word 97, Excel 97, and Access 97.
7. Type 55 wpm.

Physical and Environmental Conditions:

Typical office environment, equipment and tasks. Significant amount of time spent at computer station, typing, long periods of intense concentration. Constant review of documentation and reports, frequent phone use, constant interruption.