



Job Description

Job Title: Administrative and Outreach Specialist
Department: Administration
Reports To: CEO
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary:

The Administrative and Outreach Specialist serves as the central operational hub and public face of MountainHeart Community Services, Inc. Stationed at the front desk, this dual-purpose role balances daily high-level administrative tasks, front-line client intake backup, and facility oversight with proactive community relations. The Specialist coordinates public awareness initiatives, manages regional outreach distribution, and plans local events to expand the agency's footprint and ensure low-income individuals and families across the service area are connected to essential resources.

Essential Duties & Responsibilities

Front Desk Operations & Facility Stewardship

- Greet and welcome all walk-in clients, partners, and vendors with a compassionate, trauma-informed, and professional approach.
- Answer, screen, and route incoming phone calls to the appropriate staff or programmatic departments efficiently.
- Triage walk-in visitors, providing accurate basic program information, routing intake forms, and delivering qualified external community resource referrals.
- Process, log, and distribute all incoming and outgoing mail, overnight packages, and agency deliveries daily.
- Conduct structured daily facility walks of the reception lobby, public restrooms, and conference spaces every morning and evening; cross-reference conditions with a building maintenance schedule to log clutter, safety hazards, or low sanitizing supplies.
- Maintain a highly organized, clean, accessible, and welcoming lobby area.

Data Systems & Program Support

- Review, screen, and process Dollar Energy Fund applications, including conducting direct applicant interviews, verifying required income and utility documentation, and entering data into the utility provider portal.

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

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- Manage scheduling, confirmation calls, and administrative intake checklists for the Volunteer Income Tax Assistance (VITA) site during peak tax seasons.
- Serve as the agency's designated LITT Backup Administrator, maintaining proficiency in the statewide data system to execute data entry, run baseline performance reports, and step in seamlessly during high-volume periods or case manager absences.
- Assist clients in compiling mandatory verification paperwork (e.g., copying state identification cards, verification of income, or utility statements) required for programmatic eligibility.
- Maintain absolute data integrity and strict client confidentiality across all internal portals, databases, and physical file systems.

Community Engagement & Public Relations

- Plan, organize, and execute a minimum of one (1) organized community outreach event per quarter to increase local brand awareness and connect eligible residents with agency services.
- Design, format, and schedule short public service announcements (PSAs) regarding Community Services Block Grant (CSBG) funding availability, emergency services, or localized application deadlines; maintain and distribute these assets to an active distribution list of local radio stations and regional newspapers.
- Regularly audit, write, and update official agency marketing brochures and program checklists to ensure alignment with current income eligibility metrics and state guidelines.
- Coordinate inter-agency referral networks by compiling and distributing outreach material packages to regional libraries, rural health clinics, Department of Human Services (DHS) offices, and senior centers.
- Actively participate in assigned internal and external agency committees, taking structured, professional meeting minutes and circulating them to executive leadership.

Office Logistics & Executive Assistance

- Coordinate room configuration, logistics, catering, and materials setup/cleanup for all official Board of Directors and executive team meetings.
- Manage registration, tracking, and complex lodging/travel logistics for agency staff and executives attending state, regional, and national Community Action conferences.
- Monitor, track, and cost-allocate routine office supply spending, executing prompt reorders to prevent inventory bottlenecks.
- Collaborate directly with the IT and finance departments to execute a comprehensive, biennial agency equipment and physical asset inventory.

Supervisory Responsibilities: This position has no supervisory responsibilities.

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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:

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|----------------------|-----------------|
| • 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. Some computer skills including knowledge of Microsoft Word, Excel, Power Point and PATH. Excellent telephone and communication skills. Ability to maintain and operate office equipment. Maintain a safe, clean, and functional office work environment. Must have good memory and listening skills.

Education and/or Experience:

- High school diploma or equivalent required (associate's degree or administrative certificate preferred).
- 1–2 years of experience in reception, customer service, or administrative support (nonprofit or human services environment is a plus).
- Strong interpersonal skills with the ability to communicate with diverse populations respectfully.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook) and a comfort level learning specialized databases like the Dollar Energy portal, LITT system, and basic tax intake software.
- Excellent organizational skills and the ability to multitask in a busy environment.

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Must have a valid West Virginia driver's license; clear criminal background with no charges related to child abuse or neglect, domestic abuse or drug abuse; 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.

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.

Travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet the contractual obligations.

Employee Signature

Date

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