



Job Description

Job Title: Administrative Assistant Special Projects
Department: Child Care Resource and Referral
Reports To: Program Director
FLSA Status: Non-exempt
OSHA Category: Category 3

Summary: Provide administrative support to assist with the effective operation of various services and Special Projects within the Child Care Resource & Referral Program.

Essential Duties and Responsibilities:

- Answer telephone, take messages for staff, data entry, and assist Supervisors and other Program staff with administrative support duties as assigned.
- General support and guidance to visitors.
- Offer resources available in the office and refer clients to the Resource Directory as needed.
- Assist in the ordering and purchasing process.
- Check merchandise upon arrival, compare packing slips with order and report any issues.
- Submit packing slips to Fiscal in a timely manner.
- Maintain inventory on office supplies and furniture.
- Assist with travel arrangements, booking flights and hotels for staff.
- Assist in keeping the TRAILS van stocked and keeping inventory clean.
- Assist in maintaining TRAILS inventory and utilizing the inventory system as needed.
- Assist the Provider Engagement and Support Specialist with activities that create awareness of the need for and retention of quality child care providers.
- Mailing of Early Childhood material and/or calling child care providers to advise of upcoming conferences, specialized training and/or special projects/events.
- Assist with displays, special projects, and marketing to create awareness of the CCR&R program.
- Assist the Community Outreach and Resource Specialist with preparation, loading & unloading of resource van, and set-up of community events and displays as needed.
- 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.

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

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

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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:

- | | |
|----------------------|-----------------|
| • 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. Computer skills including knowledge of Microsoft Word and Excel. Excellent telephone skills. Ability to operate and maintain office equipment. Excellent organization and time management skills.

Education and/or Experience:

High school diploma required. Experience in the coordination or management of special events or projects preferred.

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.

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.

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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.

Employee Signature

Date

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