



Job Description

Job Title: Administrative Assistant
Department: Child Care Referral and Resource – Region V
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 filing and administrative duties
- Greets clients and community members in a professional manner
- Logs in and date stamps incoming mail, client paperwork, and meters outgoing mail
- Types and mails out correspondence as requested
- Orders and inventories supplies
- Logs in, processes and uploads child care payments through LITT
- Oversees and displays resource materials in waiting area
- Refers clients to information in the Resource Directory as needed
- Prepares client/provider packets
- Prepares and distributes Business Packets within service delivery area
- Assists Community Outreach & Resource Specialist with preparation and set-up of community events and displays as needed
- Data Entry
- Conduct customer service surveys
- Answers phones in a pleasant and polite manner
- Participates in community outreach activities as assigned
- Refers all suspected case of child abuse and neglect to WV DoHS
- Adhere to duties as listed in WV DoHS Child Care Resources and Referral Policies and Procedures

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

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- Performs other duties as assigned to enhance, improve and accomplish the agency's mission and strategic goals
- Maintains confidentiality
- Collaborates with agency colleagues to reach agency goals and objectives
- Participates in agency committees as needed

Supervisory Responsibilities: This position has no 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 | • 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:

Must have a High School Diploma or GED.

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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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