

WALDO COMMUNITY ACTION PARTNERS

(Job Description)

POSITION: Administrative Support Specialist

GENERAL SCOPE OF DUTIES: Provides excellent customer service to all WCAP callers and visitors. Maintains an organized and welcoming office environment. Responsible for completion of regular duties as laid out in this job description, as well as other administrative duties as assigned by outside departments. Must be able to handle simultaneous projects and deadlines to ensure workflow remains steady. Align all actions to support agency mission by ensuring all policies and procedures demonstrate integrity and ethical behavior.

EQUIPMENT DUTIES: All general office equipment including computer systems.

ESSENTIAL DUTIES: Includes the following, but in no particular sequence

Reception

- Opens and closes central administrative office according to procedure.
- Goes above and beyond to provide excellent customer service to all incoming callers and visitors by providing accurate, useful information and maintaining a calm, welcoming, and tidy office environment.
- Maintains an up-to-date log of outside referrals and generates a report quarterly.
- Trains volunteers, job placement, and back-up personnel on the front desk and other job functions as needed.

Administrative Support

- Handles all aspects of scheduling for the WCAP conference room, car seat safety check appointments, and maintains a 3-month calendar of agency meetings and events.
- Responsible for all incoming and outgoing mail, faxes, and on-site deliveries. Closely follows the procedures in place for the receipt and dissemination of each.
- Tracks all incoming cash and checks in database and follows finance department deposit procedure to ensure funds are recorded and deposited in a timely manner.
- Keeps copies of agency keys organized and accessible to authorized individuals by following procedures for sign in and sign out. Makes security a priority.
- Maintains an accurate and up-to-date inventory of all furniture and equipment in immediate work area.
- Places regular office supply orders with designated vendor and ensures products are disbursed to the appropriate department in a timely manner.
- Maintains an up-to-date inventory of security system panic buttons and works with security company to test the central office security system once every 3 months.
- Serves as primary administrative support person for the WCAP Community Cares Fund. Maintains forms, forwards requests to Executive Director for consideration, and makes arrangements for gifting as indicated.

- Performs other administrative duties such as data entry, filing, photocopying, and collating for various departments as requested.
- Keeps copiers and printers in immediate work area stocked with supplies and in working order. Calls vendor to perform repairs.

Board of Directors Support

- Serves as primary support person to the Executive Director in matters regarding the logistics of Board of Directors and Board Committee meetings.
- Maintains a calendar of all Board and Board Committee meetings. Provides courtesy calls to Board members prior to all meetings. Provides projected attendance reports and sign-in sheets to Executive Director prior to meetings.
- Maintains up-to-date records of Board volunteer hours as meetings and events occur. Keeps back-up documentation on file.
- Serves as primary support person in the administration of the Board of Directors Low-Income Sector Election every 3 years.
- Serves as primary support person in the compiling and mailing of Board of Directors meeting packets to members monthly. Works with Executive Director to prepare meeting agenda.
- Makes arrangements for Board of Directors meeting meals monthly and Board Committee meeting meals as requested.
- Maintains up-to-date Board of Directors roster and membership forms.

Professional Development

- Participate in any required trainings, meetings and professional development activities

Leadership & Teamwork

- Building cooperative goals and relationships of mutual trust
- Work in collaboration with agency staff to facilitate a team environment
- Demonstrate effective communication skills in building relationships with all employees and clients
- Collaborate with all partner agencies to assure effective communication processes across agencies
- Exhibit a positive attitude and professional, confidential and collaborative approach with supervisor, co-workers, clients, partners and community
- Adhere to the policies in the use of computer technology and all tele-communication devices
- Show self-initiative

Safety and Wellness

- Actively promote safety and accident prevention within the workplace
- Report any unsafe conditions, incidents and/or accidents immediately

REQUIRED ABILITIES AND KNOWLEDGE:

- Proficient skills in Microsoft Word, Excel and Outlook

- Strong communication skills
- Strong organizational/time management skills
- 5 years administrative experience preferred
- Ability to lift 35 lbs occasionally

MINIMUM QUALIFICATIONS:

- Associate's Degree or equivalent work experience
- Ability to meet WCAP background clearance requirements
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance standards

REPORT TO: Admin/Community Projects Manager

HOURS PER WEEK: 40

SALARY RANGE: Non-exempt/Grade 6/Points 250

STATEMENT OF UNDERSTANDING:

I have read and understand the above job descriptions and am willing and able to be responsible for the duties indicated.

Employee's Signature

Date

Approved:

initials date

Revised 07.08.16