



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Transit Systems Administrative Assistant** primarily works to documents and member feedback and provide general administrative office management related support. This position works primarily with the Compliance Coordinator to document complaint and incident as well as updating databases and generation of reports and other documentation as needed. Secondly this position facilitates daily mailings, mass mailings, general office organization, records management, calendar management, and assists as needed with other projects and brokerage meeting coordination. Aligns all actions to support WCAP mission by ensuring all policies and procedures demonstrate integrity and ethical behavior.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains complaint documentation process, answering complaint messages and returns calls to members before the end of the day of a complaint to log and document complaint including identifying those that need to be escalated for further investigation.
2. Maintain the Incident documentation process, processes all incidents within two business hours including identifying those that need to be escalated for further investigation.
3. Maintains the Complaint and Incident data base and generates reports as needed.
4. Assist with resolving other problems and conflicts with Maine Care members and stakeholders with professionalism.
5. Maintain electronic and manual records documenting compliance, assists with maintaining brokerage records securely and accurately as needed.
6. Assist with Brokerage meeting invitations, membership list maintenance, meeting logistics, document distribution.
7. Assists with preparing compliance audit data by compiling and analyzing internal and external information.
8. Provides administrative support functions by maintaining systems, procedures, and policies.
9. Assists in completing projects and organizing brokerage events as needed.
10. Maintains inventory of Brokerage office supplies, including maintenance of office equipment.
11. Facilitates day to day Brokerage mailing as needed.
12. Assists others by answering questions and responding to requests.
13. Maintain Brokerage activity / meeting calendar.
14. Updates job knowledge by participating in educational opportunities; reading professional publications
15. Enforce compliance with the Health Insurance Portability and Accountability Act.
16. Special Projects as assigned

**Position Title:**  
Administrative Assistant

**Department:**  
Transit Systems

**Reports To:**  
Compliance Coordinator

**Supervises:**  
N/A

**FLSA Status:**  
Non-Exempt

**Salary Range:**  
RH1/L1

**Last Revised/Approved:**  
June 2022

## Professional Development

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

## Leadership & Teamwork

1. Demonstrates effective communication skills in building relationships with all employees and clients.
2. Collaborates with all partner agencies to ensure effective communication processes across agencies.

3. Adheres to the policies in the use of computer technology and all tele-communication devices.

### **Miscellaneous Duties**

1. Runs errands, e.g. banking, mail run, picking up supplies, as needed.
2. Performs light housekeeping duties.

### **Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned.

## **GENERAL EXPECTATIONS**

1. Be committed to the Agency's Mission, Vision and Values.
2. Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
3. Maintain professional boundaries with all current, past, and prospective clients.
4. Maintain confidentiality of clients, staff, and internal business information.
5. Present professional and positive image as a representative of WCAP.
6. Follow established policies and procedures and comply with all safety requirements.
7. Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
8. Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
9. Attend team and staff meetings as scheduled.
10. Contribute to a positive, team-oriented work environment.
11. Be punctual for scheduled work and use time appropriately.
12. Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent 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 required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and week end time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

## **QUALIFICATIONS NEEDED FOR POSITION**

### **General Requirements:**

1. Must be able to pass a physical examination and TB screening
2. Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements
3. Must meet WCAP's background clearance requirements

**Experience and Skill Requirements:**

The following experience and skills are considered essential:

- Two years of office experience required.
- Research skills.
- Strong administrative writing skills.
- Strong communication / training skills.
- Must be flexible and strong ability to work with and educate all brokerage stake holders.
- Must be trained in Easy Rides software within 1 month of date of hire.
- Must be familiar with Region 5 area.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.

**Education Requirements:**

The following education requirements are considered essential:

- High School Diploma required. Associates degree in business or human services related field preferred.

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date