



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Program Administrative Assistant** is responsible for providing excellent customer service to all callers, program recipients, and staff. The position offers a wide variety of administrative and program support functions to assist in maintaining records and efficient flow of work. Will be responsible for the day-to-day duties associated with providing support duties to the Housing Programs including but not limited to Home Repair, CHIP, AST, and Weatherization projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administrative Support

1. Provides excellent customer service to all incoming callers and or requests for services by providing accurate, useful information, including updated program materials.
2. Transfers callers to appropriate offices and phone extensions.
3. Sorts and refers all incoming and outgoing mail, faxes, and/or program deliveries.
4. Assists with placing office supply orders with designated vendors and disburses supplies upon arrival.
5. Performs other administrative duties such as data entry, filing, photocopying, and collating for program staff.
6. Keeps copiers and printers in immediate work area stocked with supplies and in working order. Schedule's vendor repairs as needed.

General Program Support

1. Provides administrative program support to the Housing Program staff.
2. Coordinates referrals from Energy Services, verifies eligibility, and sets up files.
3. Maintains wait lists and assists with referrals to other internal or external services.
4. Assists with scheduling and/or confirming appointments.
5. Assists with client inquiries regarding programs and services including but not limited to CHIP, AST, Home Repair and Weatherization or other housing programs.
6. Maintains program files and financial tracking of program files.
7. Maintains and reviews funding tracking sheet for accuracy and updates.
8. Processes invoices and assists with completing purchase orders and work orders.
9. Prepares and assists with applicable waiver request from funders.
10. Completes data entry into program, agency and/or Hancock computer system as required to support program activities and requirements.
11. Assists with billing and program reporting.
12. Perform Quality Assurance Reviews of program files including CHIP, AST, Weatherization, CDBG and Home repair programs to ensure they meet compliance per contract guidelines.
13. Utilizes Maine Housing's established software and share file system for information gathering and sharing.
14. Assist with other duties as assigned by Supervisor to meet program need.

Miscellaneous Duties:

1. Performs light housekeeping duties.

Position Title:

Program Administrative Assistant

Department:

Housing

Reports To:

Housing Director

Supervises:

N/A

FLSA Status:

Non-Exempt

Pay Grade:

3

Last Revised/Approved:

September 2022

Professional Development

1. Participates in any required trainings, meetings, and professional development activities.

Leadership & Teamwork

1. Builds cooperative goals and relationships of mutual trust.
2. Demonstrates effective communication skills in building relationships with all employees and clients.
3. Collaborates with all partner agencies to assure effective communication processes across agencies.
4. Adheres to the policies in the use of computer technology and all tele-communication devices.

Safety and Wellness

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development. Participate in all Pre-Service and In-Service training and professional development activities as required by the position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- 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 on a regular basis, and up to 35 pounds occasionally. 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 usually performed primarily in a business office setting. Occasional community setting may be required based on assigned work. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position may be on a part time or full time basis that typically works a normal daytime schedule. However, evening and weekend 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:

- Ability to meet WCAP background clearance requirements.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance standards

Experience and Skill Requirements:

The following experience and skills are considered essential:

- Two years of customer service experience or two years of office experience is preferred.
- Familiarity with Microsoft Word, Excel and Outlook.
- Ability to learn new processes and programs easily.
- Computer and word processing skills.
- Strong interpersonal and communication skills.
- Strong organizational/time management skills.
- Detail oriented
- Ability to function autonomously and as part of a team.
- Must be able to handle simultaneous projects and deadlines to ensure workflow remains steady.
- Able to maintain confidentiality.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or GED equivalent
- Associates Degree 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