

FLSA Status: Part Time
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Job Title: Part-Time Administrative Assistant
Reports To: Director of Family Support
Prepared Date: 12/30/2021

Summary:

The Family Support Administrative Assistant provides support to the Director of Family Support, ensuring efficient and timely operations of the administrative, communication, and program data functions of the Family Support program in order to maintain and enhance the work of the organization as outlined in the Vision Statement, Mission Statement and Strategic Plan.

Essential Duties and Responsibilities:

- Provide administrative assistance, such as filing, scanning, making phone calls, responding to emails, and preparing data reports on the behalf of the Director of Family Support.
- Assist Director of Family Support in entering, searching, and compiling client and program data.
- Coordinate, organize, and perform everyday clerical and administrative duties associated with Family Support operations and activities.
- Receive and forward communications to different staff members and departments.
- Contact clients to gather information regarding program outcomes and impact.
- Enter program data and pull reports using Salesforce and other databases.
- Compile grant-specific documentation associated with Family Support financial requests.
- Maintain current and accurate spreadsheets and documents on program server.
- Respond to calls and emails in order to assess potential client needs and eligibility.
- Aid Family Support staff in entering enrollment and intake information.
- Coordinate meetings, tours, speaking engagements, and trainings with partner agencies.
- Attend monthly staff meetings and other meetings as requested.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of general office procedures and processes.
- Knowledge of office software programs (Microsoft Outlook, Windows, Excel).
- Proficiency in typing and data entry (Salesforce experience preferred).
- Ability to organize and maintain complex tasks.
- Knowledge and understanding of individuals and families who live in poverty.
- Proficiency in operating basic office and educational equipment; copier, laminator, etc.

Personal Characteristics:

- Person of exemplary character who is deeply committed to Positive Tomorrows' mission.
- Ability to work in confidential matters and deal with stressful situations.
- Ability to be flexible and to deal with change.
- Ability to work with individuals from diverse backgrounds, social classes, and ethnicities.
- Able to establish and maintain effective internal and external working relationships.
- Ability to work as a member of a team
- Able to work independently with little supervision; accepts responsibility and takes initiative.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Gathers and analyzes information skillfully.
- Customer Service - Meets commitments and anticipates needs of stakeholders.
- Interpersonal - Maintains confidentiality; Remains open to others' ideas and tries new things.
- Team Work - Able to build morale and group commitments to goals and objectives.
- Written Communication - Writes clearly and informatively.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Adaptability - Manages competing demands; able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; maintains part-time hourly schedule.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; responds professionally to supervisory feedback
- Initiative - Volunteers readily; Seeks increased responsibilities; Takes independent actions; Looks for and takes advantage of opportunities; asks for and offers help when needed.
- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment.
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Safety and Security - Uses equipment and materials properly.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
Bachelor's degree preferred; Previous work experience in social services, education, or related field preferred.
- **Language Ability:**
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Math Ability:**
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- **Reasoning Ability:**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software; Project Management software and Database software (Salesforce experience preferred).

Supervisory Responsibilities: This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing 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 frequently exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

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.

- Must be willing to work flexible hours, including occasional evenings and weekends.
- Must have vision and auditory abilities to operate office equipment listed above.
- Must possess a valid Oklahoma Driver's license, have reliable transportation and the ability to drive. Ability to meet company vehicle insurance age requirement preferred.
- Must be able to carry 30 pounds and regularly carry boxes up and down stairs.
- Must be able to bend, twist, kneel/stoop, run and crawl.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____