



Job Title: Administrative Assistant
Reports To: Head Start Assistant Program Director
ID:
Type of Position: Hours _40___/week
Full Time/Non-Exempt
12 months

GENERAL DESCRIPTION

Reports directly to the Head Start Program Manager. Primarily responsible for overall front office activities including, but not limited to, oversight of the reception area, scheduling appointments, taking and routing phone calls, providing clerical support, distributing mail, and performing other minor business duties to ensure that all administrative Performance Standards are met. Also responsible for coordinating office services and related activities, including developing and supervising systems for the maximum utilization of services and equipment.

JOB RESPONSIBILITIES & REQUIREMENTS

The following information is intended to be representative of the essential functions performed by personnel in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the responsibilities of this position if the work is similar, related or a logical extension of the position. Other duties may be assigned.

Daily Operations

- Manages the reception area to maintain a professional image and to ensure effective communications, both internally and externally.
- Answers telephones and gives information to callers, takes messages, or transfers calls to appropriate individuals.
- Greets visitors and callers, handles their inquiries, and directs them to the appropriate persons according to their needs.
- Opens, reads, routes, and distributes incoming mail and other material consistent with current procedures.
- Composes and types memorandums, letters, reports, routine correspondence, and program materials as assigned.
- Maintains efficient record keeping (paper and electronic filing systems) for correspondence and other material, including a retention system and inventory for general office supplies.
- Monitors and operates the bus radio to maintain communication with bus drivers. Notifies the appropriate person in case of emergency.
- Calls parents and/or emergency contact when children are not picked up from the classroom or the bus.
- Updates emergency information cards as needed and in compliance with proper procedure.
- Analyzes administrative procedures and makes recommendations to improve systems and problem solve.
- Manages use and maintenance of office equipment and supplies.
- Obtains bids and estimates for purchase of supplies, equipment, and services.
- Negotiates the purchase of office supplies, furniture, equipment, etc. in accordance with company purchasing policies and budgetary restrictions.
- Conducts research to find needed information, using a variety of resources including the internet.
- Learns to operate new office technologies as they are developed and implemented. Trains staff in proper use and maintenance of office equipment.

Program Activities/Special Events

- Maintains scheduling and event calendars of all program activities.
- Assists in the preparation of staff training materials and Policy Council meeting packets. Records and transcribes Policy Council minutes (in the absence of HS Recording Secretary).
- Assists coordinators with clerical, administrative tasks for special events and program activities.
- Coordinates and arranges conferences, meetings, and travel arrangements (including transportation and lodging for staff and volunteers) when necessary. Reserves and prepares facilities as needed.
- May supervise and train assigned program volunteers.
- Manages assigned projects and contributes to committee and team work.

Additional Responsibilities

- Maintains consistent communication with the Program Manager.
- Maintains professionalism and confidentiality at all times.
- Follows personnel policies and procedures, Head Start performance standards, DFS licensing rules and regulations, and program systems.
- Follows appropriate chain of command when concerns arise.
- Occasionally prepares timesheets, leave requests, invoices, and leave accruals.
- Attends required meetings, conferences, workshops, and special events.

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- Participates in on-going professional development.
- Performs other duties as assigned by supervisor.

EDUCATION & EXPERIENCE

- Minimum of High school diploma or GED, plus three years of experience required
- Associate or certification in office occupations or related field, desired
- Must possess, or be willing to attain certification in infant/child and adult CPR and First Aid

KNOWLEDGE & SKILLS

- Demonstrated proficiency in MS Word, Excel and ability to learn other applications; Skills test or certificate of proficiency is required
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
- Professional customer service skills and ability to manage multiple-line telephone system
- Working knowledge of mail processes such as postage machine and express shipping
- Effective time management skills and the ability to manage multiple priorities
- Excellent written and verbal communication skills
- Understanding and practice of strict confidentiality
- Ability to negotiate effectively
- Strong interpersonal skills and the ability to work with people from diverse backgrounds
- Ability to perform assigned duties with minimum supervision
- Dependability

PHYSICAL & ENVIRONMENTAL REQUIREMENTS

Reasonable accommodations can be made for persons with disabilities

- Must possess visual acuity and awareness to read, comprehend, and interpret written reports of a technical nature
- Must possess visual acuity and ability to work with computers 6-8 hours per day
- Must possess the stamina to remain seated for extended periods
- Must be able to process ordinary conversation and telephone conversations
- Must have dexterity to operate a computer, telephone, keyboard and other office equipment
- Must be able to climb, balance, reach, bend, and stoop
- Must be able to tolerate air-conditioned and heated buildings and florescent lighting
- Must be able and willing to drive in a variety of weather conditions
- Must be able to tolerate a busy work environment with distractions and moderate noise
- Must be able to occasionally tolerate exposure to outside weather conditions
- Must be able to adapt quickly to changing demands, stressful situations, and multiple priorities
- Must be able to occasionally lift up to 50 pounds

OTHER REQUIREMENTS

- Requires occasional travel; occasional evening and/or weekend hours
- Professional demeanor
- Positive attitude
- Professional appearance and hygiene
- Attendance/punctuality: Consistently at work and on time, ensures responsibilities are covered when absent
- Must have a valid driver's license and be insurable by CALC insurance provider
- Bi-lingual skills with English/Spanish speaking ability a plus

POLICY COUNCIL APPROVAL

APPROVED BY 

Date 10-17-18

BOARD APPROVAL

APPROVED BY 

Date 9/20/18