

## **POSITION DESCRIPTION**

Position: Administrative Assistant  
Program: HVRP  
Reports to: Employment and Veteran Services Center Manager  
Status: Non-exempt  
Date Revised: 7/2019

### **POSITION SUMMARY:**

The Administrative Assistant is responsible for assuring quality service in a safe, non-judgmental manner to all clients, visitors and employees compassionately and professionally as it relates to the specific administrative job duties. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Perform daily responsibilities for the operating needs of the Veteran Resource Center.
  - 1. Obtain resource materials for the Veteran Service Center (flyers, brochures, etc).
  - 2. Maintain current job listings (job board, job book).
  - 3. Provide IT assistance to the Veteran Services Center clients (set-up emails, printing, resume building, etc.).
  - 4. Greet the public and provide assistance to all walk-in visitors to the property.
  - 5. Receive all incoming calls, answer questions for clients, visitors and staff, and direct calls as needed.
  - 6. Provide copies of applications and resource materials.
  
- B. Provide clerical assistance for HVRP team.
  - 1. Data entry.
  - 2. Create spread sheets and reports as requested.
  - 3. Copy, email, fax and distribute documents.
  - 4. May perform other duties as assigned.
  
- C. Responsible for self-development.
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Cross training.
  - 3. Attend staff meetings/assigned training seminars and complete required certifications as needed to perform duties.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homeless veterans and families as well as persons with disabilities. Necessary office skills include proficiency with computers, especially data entry using Excel and Word Processing. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Computer skills  
Ability to type a minimum of 40 wpm  
Organizational skills  
Analytical and decision making ability  
Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGQTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Physically able to safely maneuver weight distribution of office supplies  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Employment and Veteran Services Center Manager and/or designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

**SUPERVISION EXERCISED:**

This position does not supervise.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with visitors, clients, and all levels of staff. The Administrative Assistant is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

none

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Administrative Assistant job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

---

---

---

Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_