

POSITION DESCRIPTION

Position: Administrative Assistant
Program: DHA Family Transitional
Reports To: Division Director
Status: Non-exempt
Date Revised: 12/2019

POSITION SUMMARY:

This position will provide direct support to the Division Director for all technical, operational, and clerical duties. In addition, this person will have responsibility for compiling data for case management, collection of client fees, software management, coordinating daily activities of all clerical needs, meeting arrangements, and interaction with outside services providers. Tasks assigned by the Division Director will be specific to the administrative needs of the Director and Administration office.

OBJECTIVES/ACTIVITIES:

1. Complete Excel spreadsheets for case management and month end reports.
2. Coordinate all program management software, including rental software – One Site, working closely with IT support.
3. Keeping track of items necessary for move-ins, i.e., housing supplies, linens, etc.
4. Completing follow up phone calls for applicants, collection and recording of fees, and/or any other intake processing tasks.
5. Maintain applicant files, which will include personal information, educational and job skills, criminal background, substance abuse history, homeless certification and all other eligibility data.
6. Develop ongoing interview schedule and process for weekly move-ins of new students.
7. Maintain program waitlist and provide feedback to prospective participants
8. Maintain documentation on move-ins according to HMIS standards.
9. Provide required documentation for client status update to Sacramento County.
10. Prepare monthly banking and cash reconciliation.
11. Assist Director in support activities as needed.
12. Establish and maintain files, records and statistical data.
13. Prepare required documentation for annual SHRA inspection and audit.
14. Prepare required documentation and files for monitoring agency(s) audits.
15. Participate in VOA and outside training.
16. Pick up, deliver and distribute supplies, mail, and other items as required.
17. Perform other reasonably related duties as assigned by Director.

EDUCATION AND EXPERIENCE:

This position requires a high school diploma. Extended office organizational skills and training preferred. Must have strong computer proficiency, including Word, Excel, and ability to understand assigned management systems. The position requires demonstrated ability in record keeping, strong communication skills, both verbal and written. Must be able to work independently while being able to work as a team member. Necessary to the position is the ability to provide a kind and welcoming environment to all visitors and a professional telephone demeanor. Experience in social service programs is preferred. Must have knowledge of office equipment operations such as copiers, printers, fax machines and others. CPR and First Aid training must be obtained within 90 days of employment and re-certification as necessary. T.B. testing must be done annually. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Organizational skills
Fluency in English, legible handwriting, skills in record-keeping
Ability to de-escalate crisis situations and assist residents and staff in emergency situations
Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop and sit frequently
Climb stairs where programs have more than one level
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Division Director and/or designated lead. Must be able to function both independently and in a team environment, working towards attainment of operational goals and contract compliance; provides supportive, non-judgmental environment for students.

SUPERVISION EXERCISED:

This position does not supervise, however, training and lead responsibilities are required.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients and all levels of support staff. The Administrative Assistant is responsible for promoting positive company image and adhering to company practices and procedures, while establishing and maintaining good working relationships for the program and the agency within the Mather Collaborative and in the larger community. Tact, discretion and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

The Administrative Assistant is responsible providing documentation to comply with contractual agreements. Substantial financial loss through loss of business contracts is possible.

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 _____