

BLAIR COUNTY HEAD START

POSITION DESCRIPTION

NAME:
JOB TITLE: Administrative Division
Assistant

FLSA STATUS: Non-Exempt
DEPARTMENT: Administration
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OVERALL PURPOSE:

This position is responsible to provide administrative support to the Executive Director and ~~Program Managers~~ **administrative staff** through the performance of various administrative support functions such as answering telephones, providing clerical support, tracking data, coordinating meetings, taking minutes, and ~~coordinating~~ **supporting** the interview process.

CORE ORGANIZATIONAL SUCCESS FACTORS:

1. COMMUNICATION

PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail **and voicemail** daily and use basic word processing **and company management systems. (i.e. Child Plus)** ~~to create written communication.~~
- Refrains from divulging confidential information **regarding students, families or employees.**
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner **including on social media.**

2. CUSTOMER SERVICE

PERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.
- **Responds to internal and external customer service inquiries in a timely manner.**

3. PROFESSIONALISM

PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and ~~the Head Start service plan~~ **Head Start Program Performance Standards.**
- **Represents agency in a professional manner when attending any agency program or event.**

4. RESPONSIBILITY/ACCOUNTABILITY

PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.
- **Follows all policies and procedures in Employee Handbook.**
- **Follows Recognizing Child Abuse and Mandated Reporter procedures.**

5. TEAMWORK

PERFORMANCE MEASURES:

- Strives to be "solution-focused" rather than "problem-focused" and presents recommendations that best meet the needs of clients, the organization, and community.
- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change.



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ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Perform receptionist duties.

PERFORMANCE MEASURES:

- Answer phone in three rings.
- Accurately direct calls to voice mail or take appropriate messages.
- Monitor building entry and log those who enter to ensure a safe environment.
- **Field general agency questions and provide information to callers, visitors, staff, etc.**

2. Provide administrative support to the Executive Director and ~~Program Managers~~ **administrative staff.**

PERFORMANCE MEASURES:

- Complete assigned administrative duties with 99% accuracy.
- Complete assigned administrative duties within deadlines provided.
- File agency information maintaining confidentiality.
- ~~Coordinate~~ **Assist** with meetings and ~~all staff~~ trainings as requested.
- ~~Assist with Board meeting preparation and scheduling as assigned.~~
- **Mail Authorization of Release forms along with other support documents to local agencies as needed by the Health & Disabilities Department.**

3. Assist with the execution of Board of Director (BOD) meetings.

- Distribute meeting schedule dates.
- Collect bi-monthly Manager Reports and post on BOD's area of the CABC website.
- Prepare BOD meeting agenda with the assistance of the Executive Director.
- Email BOD meeting agenda and Executive Director's reports in advance of meeting.
- Prepare packets for the meetings.
- Order food for meetings.
- Track attendance of BOD member's attendance.
- Track all items approved/denied by the BOD.
- Ensure BOD members' Confidentiality Statements and Conflict of Interest forms are updated tri-annually.
- Ensure BOD member's contact information is updated annually.
- Type BOD meeting minutes and post in Greenwood hallway and in BOD's CABC website section.

4. ~~Date Stamp, sort, and deliver mail.~~

PERFORMANCE MEASURES:

- Deliver mail within ~~two hours of receipt~~ **within a reasonable amount of time** to the appropriate recipients.
- Stamp all outgoing mail and prepare for pick-up by ~~post office~~ **mail carrier.**
- Track postage used by each program **and create a monthly report.**

5. ~~Record meeting minutes.~~

PERFORMANCE MEASURES:

- ~~Accurately prepare meeting minutes.~~
- ~~Distribute meeting minutes to participants within one week of the meeting date.~~

6. Document in-kind services.

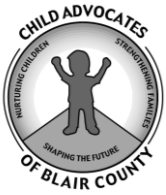
PERFORMANCE MEASURES:

- Tally in-kind forms, enter into ChildPlus and report monthly to Fiscal, management team and Education Supervisors.

7. **Track all maintenance requests. AIMEE TO ASK KEN IF THIS SHOULD BE MOVED TO SAM'S JD.**

PERFORMANCE MEASURES:

- Log all maintenance requests and distribute as appropriate.
- Follow-up as needed and close out requests.



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8. Collect employment applications and coordinate interviewing packets.

PERFORMANCE MEASURES:

- Prepare complete packets and provide to interview committee prior to the scheduled interview time.
- Provide job description, application and affirmation to each candidate upon arrival for interview.
- Separate and file interview packets after interviews are completed.

9. Maintain office supplies and office/facility equipment and softwares.

PERFORMANCE MEASURES:

- Process monthly orders and stock shelves from inventory.
- Purchase postage; obtain postage and copier totals.
- Schedule service calls for copy and postage machines.
- Troubleshoot general computer hardware and software (i.e. email) issues.
- Maintain log of employee email usernames and passwords.

10. Log keys and track use of agency vans and office keys.

PERFORMANCE MEASURES:

- Track keys loaned out to staff.
- Track van usage by staff.

11. Attend meetings and trainings.

PERFORMANCE MEASURES:

- ~~Attend all DST meetings as scheduled.~~
- Attend all assigned trainings.

OTHER DUTIES OF JOB:

- ~~1. Contact IT vendor for troubleshooting computer issues.~~
2. Enter data into various databases.
3. Create signage for all centers.
4. Update the signage for the Fire Drill Procedure and Evacuation Plan program-wide annually.
5. Receive and distribute faxes.
6. Assist Classrooms in dispatching Maintenance Assistance when needed.
7. Provide support to Transportation Department when needed with answering phones, covering dispatch, etc.
8. Update voicemail directory.
9. Update Emergency Procedure Binders.
10. Make signs as needed for Greenwood location.
11. Track incoming cash, checks and invoices and distribute to Fiscal.
12. Assist in the grant process.
13. Assist with special projects.
14. Perform other related duties as required.

SUPERVISION RECEIVED:

Supervision is **typically** received from the Executive Director.

SUPERVISION ADMINISTERED:

This position **typically** does not require the supervision of staff.

MENTAL DEMANDS TYPICAL OF THIS POSITION:

- Ability to adapt to a constantly changing work environment
- Ability to manage multiple projects/tasks
- ~~Ability to travel~~
- Ability to work under high pressure for results
- Maintain a high level of record keeping/routine paperwork
- Meet frequent deadlines
- ~~Predictable work schedule~~



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- Provide close attention to detail
- Utilize creativity
- Work closely with others
- Work in a closely supervised environment

PHYSICAL DEMANDS TYPICAL OF THIS POSITION:

Constantly Incurred (More than 75% of time on job)

Repetitive finger movement, Ability to use both hands, Use of color vision, Ability to communicate orally, Ability to hear conversation.

Frequently Incurred (Between 25% - 75% of time on job)

Ability to sit, Ability to lift up to 10 lbs., Ability to use both legs, Ability to climb stairs.

Occasionally Incurred (Less than 25% of time on job)

Ability to stand, Ability to walk, Ability to lift up to 40 lbs., Ability to carry up to 15 lbs., Ability to kneel, Reaching at high or low level, Ability to stoop, Ability to repeatedly bend, Ability to operate truck/motor vehicle.

WORKING CONDITIONS TYPICAL OF THIS POSITION:

This position **typically** requires work in a normal office environment.

PERSONAL PROTECTIVE EQUIPMENT TYPICAL OF THIS POSITION:

This position **typically** does not require the use of personal protective equipment.

QUALIFICATIONS:

EDUCATION

- High School Diploma or General Education Degree (GED)

EXPERIENCE/TRAINING

- Six months to one year related experience/training with office machines, word processing, and spreadsheets **preferred.**

LICENSE/CERTIFICATION

- ~~Valid Driver's License~~
- ~~Act 33/34 Clearances~~
- **Act 34, 83, 151 Clearances**

KNOWLEDGE, SKILLS, AND ABILITIES TYPICAL OF THIS POSITION:

PROBLEM SOLVING SKILLS

- Troubleshoots or takes initiative to solve problems.

COMMUNICATION SKILLS

- Consistently uses good listening skills to remain informed and acts upon or acknowledges receipt of information.
- Ensures timely exchange of verbal information between employees or departments.
- Provides well-organized and clearly written information.

MATH SKILLS

- Performs accurate basic mathematical functions such as addition, subtraction, multiplication, and division.

COMPUTER KNOWLEDGE

- Word Processing Software
- Spreadsheet Software
- Internet/E-Mail
- **ChildPlus**



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OTHER CHARACTERISTICS

- Strong organizational skills and ability to prioritize tasks.
- Ability to follow established confidentiality policy.
- Ability to use various office equipment, i.e., copier, fax, shredder, printer, etc.
- Working knowledge of applicable regulations and Agency policies.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed 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.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date