

FAMILY RESOURCES, INC.
POSITION DESCRIPTION

Position Title: Administrative Assistant	Program: Residential & Family Counseling
Position Level: Support Staff	Reports To: Residential Supervisor

POSITION FUNCTION/OVERVIEW:

This is an administrative support position involving a variety of complex duties that may vary in subject matter depending on assignment and includes tasks requiring the application of independent judgment and knowledge. The individual holding this position works closely with the SP2B, Counseling and SP2Btoo Program Director to accomplish many administrative tasks which would otherwise require the supervisor's personal attention.

PRIMARY DUTIES/RESPONSIBILITIES:

- Performs general administrative duties including word processing and data entry, photocopying, filing, faxing and handling all incoming and outgoing mail for SP2B and Counseling programs.
- Responds to incoming telephone calls for all programs and relays messages to appropriate individuals.
- Provides callers with programmatic information, performs screenings for Counseling, schedules and confirms client appointments.
- Greets visitors, ascertains nature of business and directs visitors as appropriate.
- Greets clients, provides necessary paperwork to complete and assists as necessary and collects fees as applicable.
- Performs follow up calls on a 30, 60, 180 and 365 day basis.
- Performs data entry to include: screenings, intakes, case closures, satisfaction surveys, and follow-up calls in several record keeping systems (such as NetMIS, GEMS, HMIS/TBIN) and files data documents in agency's record keeping systems.
- Performs entry to agency's data systems on a weekly basis. (i.e. Census Tracking, Agency Wide Tracking, etc.)
- Assist in report document preparation on a monthly or as needed basis.
- Places office supply orders for both programs as necessary.

- Coordinates help desk requests and maintenance of office equipment.
- Processes office purchase orders and petty cash for programs and follows up to ensure receipt of materials and balanced accounting.
- Produces correspondence, reports, forms and other documents which may require some independent action and discretion.
- Travels between program sites and community locations as necessary.
- Attends monthly staff meetings for both programs, as well as records and transcribes meeting minutes when necessary.
- Performs other duties as assigned by supervisor.

QUALIFICATIONS REQUIRED:

- High School Diploma or equivalent (GED).
- Must have 2 years' experience working in administrative support or clerical support role.
- Ability to read, write and speak English and comprehend instructions pertaining to assigned tasks and communicates effectively in writing and verbally.
- Proficient in Microsoft Word, Excel, Outlook.
- Critical thinking, strong interpersonal and customer service skills.
- Must be an efficient planner and be flexible in performing assigned tasks.
- Must be able to work flexible hours including evenings as necessary to meet program needs.
- Effective communication skills with all levels of employees and good analytical skills.
- Ability to make good decisions and be self-directed.
- Ability to multi-task and work under pressure.
- Must demonstrate awareness and acceptance of cultural differences of clients, staff and community contacts.
- Must demonstrate awareness and acceptance of LGBT community.
- Background compliant with requirements of the Department of Juvenile Justice.
- Valid Florida driver's license, clear driving record and current automobile insurance.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PHYSICAL DEMANDS:

- The ability to lift 10-25 pounds occasionally.
- Use of computer screen and keyboard 4-8 hours per day.
- The ability to hear and respond quickly to sounds.
- Close, distance and peripheral vision
- Frequent standing and/or sitting 4-8 hours per day.
- Other physical demands that maybe required are: frequent stooping and/or kneeling and reaching.
- Schedule: Monday – Friday 8:30am-4:30pm with occasional evening hours to meet the needs of the clients and the program.

POSITIONS SUPERVISED:

None

Employee's Signature

Date

Employee Print Name

Supervisor's Signature

Date