

**FAMILY RESOURCES, INC.**  
**POSITION DESCRIPTION**

<b>Position Title:</b> Administrative Assistant	<b>Program:</b> Residential & Family Counseling
<b>Position Level:</b> Support Staff	<b>Reports To:</b> Community Services 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, CERTAIN and Chosen Families 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, Counseling and CERTAIN and Chosen Families 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 as applicable by contract.
- Performs data entry to include: screenings, intakes, case closures, satisfaction surveys, and follow-up calls in several record keeping systems (such as NetMIS, JJIS, HMIS, etc.) 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 all 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, 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.
- 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.
- Proficient in Microsoft Word, Excel, Outlook.
- The possession of a personal cellular phone is required for use in accordance with agency policy and procedures.
- Valid Florida’s driver’s license, clear driving record and current automobile insurance.
- Background compliant with requirements of the Department of Juvenile Justice.

**POSITIONS SUPERVISED:**

None

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Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

