



**Phone:** (513) 569-1840 \* **Fax:** (513) 569-4354 \* **Website:** [www.cincy-caa.org](http://www.cincy-caa.org)

#### JOB DESCRIPTION

<b>Position Title:</b>	Administrative Support (Career & Job Services)	<b>FLSA Status:</b>	Non-Exempt
<b>Division:</b>	Community Services	<b>Pay Grade:</b>	6
<b>Work Hours:</b>	8:00-5:00 Monday-Friday, some evenings and weekends	<b>Revision Date:</b>	March 2017

#### Work Location:

Cincinnati-Hamilton County Community Action Agency \* 1740 Langdon Farm Road \* Cincinnati, Ohio 45237

#### POSITION SUMMARY

This position provides primary administrative support to the Manager of Career & Job Services and streamlines and manages processes for the Office of Career and Job Services. The goal is to assist in developing, streamlining and maintaining departmental and reporting processes that create optimal customer service and the efficiency of this unit of the Community Services Department at the Cincinnati-Hamilton County Community Action Agency.

#### ESSENTIAL JOB FUNCTIONS:

##### *Under General Supervision:*

1. Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
2. Conserves Manager's time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analyzing information; initiating telecommunications.
3. Maintains Manager's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
4. Represents the Manager by attending meetings in the Manager's absence; speaking for the Manager.
5. Welcomes guests and customers by greeting them, in person or on the telephone; answering or directing inquiries.
6. Maintains customer confidence and protects operations by keeping information confidential.
7. Completes projects by assigning work to the appropriate staff; following up on results.
8. Prepares reports by collecting and analyzing information.
9. Secures programmatic information by completing database backups.
10. Provides historical reference by developing and utilizing filing and retrieval systems; recording meeting discussions.
11. Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies.
12. Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
13. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
14. Contributes to team effort by accomplishing related results as needed.

The above statements are intended to describe the general nature and level of the work being performed by staff assigned to this job classification. This is not an exhaustive list of all duties and responsibilities. Additionally, C-HCCAA management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

## QUALIFICATIONS AND REQUIREMENTS

*The incumbent must have:*

- 1) Three (3+) years of Administrative Assistant experience assisting upper level management.
- 2) Bachelor's Degree preferred.
- 3) Proficient and demonstrated use of Microsoft Office (i.e. Excel, PowerPoint, Outlook, Word and Access)
- 4) Writing Skills, Reporting Skills, Scheduling, Organization, Time Management, Presentation Skills, Equipment Maintenance, Travel Logistics, Verbal Communication
- 5) Experience working with diverse populations including low to moderate-income families.
- 6) Demonstrated ability to multi-task, prioritize duties, and meet deadlines required.
- 7) On site attendance required.
- 8) Maintain reliable transportation and valid automobile insurance through the duration of employment with CAA.

## WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job with or without reasonable accommodations.

### **WORK ENVIRONMENT:**

Include both a typical office environment, with minimal exposure to excessive noise or adverse environmental issues, and local travel, including exposure to heat, cold, inclement weather conditions, and occasional environmental hazards.

### **PHYSICAL DEMANDS:**

Ability to meet the following physical requirements with or without reasonable accommodation:

- a. Use hands to manipulate, handle feel, and control items or equipment;
- b. Talk and hear;
- c. See and be able to read, write, and interpret written documents;
- d. Lift and move objects weighing up to 15 pounds.

## ORGANIZATIONAL STRUCTURE:

**Reports to:** Career & Job Services Manager

**Manages:** None

**Cincinnati-Hamilton County Community Action Agency is an Equal Opportunity Employer. The Functions, Qualifications, Requirements and Physical Demands listed in this job description represent the essential functions of the job, which the incumbent must be able to perform either with or without reasonable accommodation. The listed Job Functions do not necessarily include all activities that the incumbent may perform.**

Your employment with the Cincinnati-Hamilton County Community Action Agency is entered into voluntarily or "at-will," meaning that both you and the employer may end the employment relationship with or without reason, cause or notice unless otherwise prohibited by law. You are free to terminate your employment at any time, with or without cause. Similarly, C-HCCAA has the right to terminate the employee's employment, or otherwise alter an employee's position, duties, title or compensation at any time, with or without cause or notice. Therefore, the only employment relationship that exists is one terminable **at will** by either the employee or C-HCCAA.