



Job Description

# Administrative Assistant Subsidy Program

<b>Last Updated:</b>	December 2021	
<b>Department:</b>	Subsidy	
<b>Reports To:</b>	Family Services Manager	
<b>Education/Experience Required:</b>	<b>Type of Position:</b>	<b>Hours:</b>
High School diploma or G.E.D. or equivalent combination of education and experience.	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	40 hours/week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
<b>General Description:</b> Provide advanced administrative support to the Subsidy Program Managers and Supervisors.		
<b>Essential Functions of the Job</b>		
<ul style="list-style-type: none"> <li>• Collect, organize, and process data as needed for tracking and reporting requirements.</li> <li>• Generate reports both manually and using a database.</li> <li>• Process and Maintain Delinquent Family Fees.</li> <li>• Assist in creating documents and forms used by the subsidy program.</li> <li>• Assist in processing program mailings.</li> <li>• Document the minutes for subsidy department meetings.</li> <li>• Back-up to the Clerical Assistant II positions.</li> <li>• Front Desk back-up as needed.</li> </ul>		
Other duties as assigned		
<b>Supervisory Responsibilities:</b> This position does <b>not</b> require supervisory responsibilities.		
<b>Competencies and Functional Areas</b>		
<b>Job Knowledge</b> – Understands job functions, requirements, tools, and processes associated with this position.		
<b>Problem Solving</b> - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully and offers alternative solutions.		
<b>Process Improvement</b> – Improves existing processes to either increase productivity, quality, or customer satisfaction.		
<b>Productivity</b> - Demonstrates a consistently high level of contribution in completeness and volume of work. Utilizes time so that little is lost in unproductive or marginally productive activities.		
<b>Quality</b> - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.		
<b>Initiative</b> – Volunteers readily; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help to meet the needs of the business or customers/clients or vendors.		
<b>Dependability</b> - Follows instructions and responds to management direction; takes responsibility for own actions; keeps commitments; commits to additional hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person(s) with an alternate plan in a timely manner.		
<b>Planning/Organizing</b> - Prioritizes and plans work activities; uses time efficiently. Completes tasks accurately and on time. Maintains and contributes to a neat, organized work environment.		

**Adaptability** – Easily adapts to changes in the workplace, requirements, schedule, and priorities; able to deal with frequent change, delays, or unexpected events. Manages competing demands. Changes approach or method to best fit the situation.

**Communication** - Listens and gets clarification; responds well to questions; speaks clearly and persuasively in positive or negative situations. Writes clearly and informatively. Able to read and interpret written information.

**Presentations** – Provides quality, clear and effective presentations.

**Teamwork** - Balances team and individual responsibilities; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; shares expertise with others.

**Interpersonal Skills** - Works well with others, respects others and has the respect of others. Maintains confidentiality; listens to others without interrupting; remains open to others' ideas and tries new things. Interacts professionally with others and respects authority.

**Ethics** - Treats people with respect; inspires the trust of others; works with integrity and ethically upholds organizational values.

**Safety and Security** – Practices safe work habits and encourages others to do the same. Identifies ways to improve the safety of the work environment. Observes and practices safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions. Uses equipment and materials properly.

**Computer Skills:**

Proficient in Microsoft Office Products including Word, Excel, and PowerPoint, and computer database systems.

**Other Qualifications:**

Two years office experience as administrative assistant, clerical assistant, or similar position.

Strong interpersonal and customer service, communication, and multi-tasking skills

**Safety and Risk Management Responsibilities:**

Employees are responsible for complying with safe work rules; reporting all accidents and injuries immediately; cooperating in all accident and injury investigations; reporting defective equipment and unsafe conditions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must lift and/or move 5 lbs.

**Work Environment:**

The noise level in the work environment is usually moderate.

**Travel Required:**

Must be able to travel as needed to attend educational/training seminars in various locations.

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Human Resources Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_