



Position: Admin Assistant/Clerical Support

Reports to: Refugee Services Supervisor

Supervises: None

Department: Refugee Services Department

FSLA Status: Full Time (Non Exempt)

Position Summary:

Provide a range of tasks associated with refugee services secretarial duties for supporting the agency's operations. Duties are but not limited to the following tasks: Client track intake, recording meeting notes, case verification, preparing for billing, file reviews, and providing general clerical and data entry services.

Essential Duties/ Responsibilities:

- Works closely with staff, interns, and volunteers who assist with client services.
- Provide a range of secretarial and support services including, typing, filing, data entry and recordkeeping.
- Tracks new client intakes, assessments, and subsequent paperwork.
- Responds to requests for client information. Prepare billing documents.
- Attends meetings and prepares minutes as necessary.
- Provides backup to other support staff positions, as required.
- Operates a range of automated and standard office equipment, including a computer, typewriter, fax, transcribing, and photocopy and postage machine.
- Able to respond with sensitivity and awareness of the service population's diverse economic, ethnic, and cultural background.
- Provides data entry services including correspondence, summaries, reports, assessments, case documentation, and other client records and services for various programs as needed.
- Enter new verified cases into Client Track, enroll in program in Client Track, set up folder and file for case managers.
- Enroll each client in appropriate programs in Client Track. Update client information in Client Track as needed.

Key Qualifications:

- High School Diploma/Associates or equivalent with 12 months experience.
- Word-processing speed of 60-65 WPM. Proficient in Microsoft Excel, PowerPoint, and Word software applications. Operates a range of automated and standard office equipment including the switchboard system, typewriter, computer, word processor, photocopy and postage machine, etc.

- Displays an excellent communication model with clear, direct, and open skills when speaking and/or writing to people from outside the agency as well as with employees and volunteers. Good decision making capabilities. Displays a positive attitude and willingness to assist employees, volunteers, and vendors. The ability to work a flexible schedule that could lead to evenings and weekends with the possibility of overtime.

Conditions of Employment:

- Valid Driver's License with clean driving record.
- Reliable vehicle with personal vehicle liability insurance coverage of \$100,000 per person and \$300,000 per occurrence.
- Proficient in Internet, word processing, spreadsheet, and e-mail applications (prefer Microsoft Office).

Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirement needs to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

- Must have ability to reason and make judgments, to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.
- Strength: Must have ability to lift, push/pull, and hold/carry 25 lbs.

Post Hire Requirements:

- Random driving record checks
- Drug testing and/or criminal history and child welfare registry checks
- Comply with agency Mission, code of ethics, Catholic social teaching, and agency policies and procedures, including confidentiality
- Meets all legal, funding source, regulatory, and accreditation standards and requirements

Disclaimer:

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- Job descriptions in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and duties required.
- Nothing in this job description restricts the agency's right to assign or reassign duties and responsibilities to this job at any time.

Employee Signature

Date