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ADMINISTRATIVE ASSISTANT

ASI Mission Statement

Supporting people to experience meaningful lives.

A. Mission Implementation:

The Administrative Assistant advances the mission of the company by treating consumers, family members, guardians, applicants, employees, funders, auditors, vendors and all other stakeholders with dignity and respect and by demonstrating ASI's core values of Integrity, Meaningfulness, Patience, Acceptance, Compassion and Teamwork.

B. Qualifications:

1. Possession of a high school diploma or equivalent.
2. Business/ office procedure experience and skills.
3. Able to type a minimum of 65 W.P.M. with acceptable error rate.
4. Working knowledge of Microsoft products.
5. Computer skills and operating knowledge of a variety of office equipment.

C. Essential Job Functions

1. Must be able to read and comprehend at a seventh grade level.
2. Must be able to type 65 w.p.m.
3. Must be able to operate general office equipment, including but not limited to computer, multi-line phone system, FAX, typewriter, copier and postage meter.
4. Possess sufficient technical skills to operate computer software programs, i.e., Microsoft, People-Trak, File Maker Pro.
5. Must be able to demonstrate effective organizational skills, implementing systems to track of a variety of standard operating procedures and set-up filing systems for easy reference and access.
6. Lift ten (10) or more pounds with or without assistance.
7. Occasionally stoop and/or bend without assistance.
8. Ability to sit for long periods of time.

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D. Accountability:

The Administrative Assistant is accountable to the Administration Director for the efficient exercise of the functions/tasks associated with this position as described in this job description.

E. Responsibilities

1. Customer Service

1. Answers telephone promptly and courteously with approved-style (saying “hello” and indicating agency name and employee name.)
2. Speaks clearly and professionally.
3. Receives and distributes messages accurately and timely.
4. Demonstrates a helpful and friendly demeanor with all customers in all forms of communication (in person, on the telephone and in email.)
5. Ensures any stakeholder question is answered accurately and professionally (taking a message and following up as needed depending on the nature of the call.)

[Customers are considered stakeholders and include any person or party who comes in contact with Alternative Services, including consumers, family members, guardians, contract agency/funders, auditors, any oversight agency representative, board members, employees, applicants, community members.]

2. Program Support

1. Prepares assigned program payroll, reviewing for accuracy and completeness, before forwarding for final processing.
2. Generates and distributes personnel reports by required time frames, including training reports, performance evaluation due dates, and vacation/sick hours; assists Program Coordinator(s) in maintaining compliance by tracking and identifying and communicating upcoming due dates and when required trainings/evaluations are missing.
3. Distributes satisfaction surveys for employees, consumers, parent/guardians and stakeholders on a timely basis as assigned; receives surveys and scans/enters data as directed.
4. Receives, tracks and enters/scans a variety of program documentation, including but not limited to, Drills, Month-End, Incident Reports; assists Program Coordinator(s) in maintaining compliance by tracking and identifying and communicating when required documentation is missing.

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5. Performs a variety of data entry and scanning, including but not limited to, Incident Reports, investigative reports, consumer data, and employee data.
6. Collects information as requested for quarterly Continuous Quality Improvement Plan (CQI.)

3. Human Resource Support

1. Places employment advertisements as requested in various publications.
2. Greets applicants and processes all required application materials, checking for completion, facilitates applicants screening process and communicates expectations to applicants in a clear and concise manner.
3. Maintains accurate, up-to-date personnel records in a neat and agency-approved format; purges personnel records as indicated in policy.
4. Ensures terminated employee files are forwarded to Main Office by the Payroll following employee's last day worked.
5. Coordinates and assists Program Coordinators with submissions of Worker's Compensation claims.
6. Maintains confidentiality and privacy of all past and current personnel information, including personal identifying information (address, social security number, date of birth, medical reports), performance-related information, and any information contained in the Personnel File.

4. Financial

1. Orders supplies in a cost-conscious manner from approved vendors; ensures adequate inventory in order to not disrupt efficient office functioning and for programs as requested.
2. Obtains approval for purchases that are out of the ordinary, or from an unapproved vendor and/or for purchases over \$100.
3. Maintains a record of all incoming and outgoing checks as assigned.
4. Enters claims for billing of assigned programs, accurately and timely.

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5. General

1. Prepares agency correspondence as requested, such as, policies, memos, letters, job descriptions, emails, ensuring grammatical accuracy and professional presentation.
2. Sorts and distributes mail as appropriate.
3. Prioritizes work assignments based on deadlines and urgency of the task.
4. Demonstrates teamwork by communicating proactively with colleagues, seeking support and providing support as appropriate. Asks questions of supervisor and colleagues as needed to ensure tasks are completed properly; notifies supervisor of any concern or problem that arises related to ASI business and administrative tasks at hand.
5. Complies with HIPAA standards per ASI training, maintaining security and confidentiality/privacy in the storage and transmission of all Protected Health Information; shares PHI on an as-needed basis only within ASI.
6. Maintains office in an efficient and professional manner.
7. Ensures work space and overall office is maintained in an organized, neat and clean manner.
8. Demonstrates knowledge of and consistently follows agency personnel policies and procedures.
9. Assists with special projects as requested.

F. Evaluation

The Administrative Assistant’s evaluation will be completed by the Administration Director as stated in the agency evaluation policy with input provided from the Operation Director and Executive Director.

Employee’s Signature Date

Supervisor’s Signature Date