

# York County Community Action Corp.

## Administrative Assistant, Biddeford Office

### Job Description

**REPORTS TO:** Director of Economic Opportunity

**STATUS:** Regular; Full-Time

**PAY GRADE:** 4

#### **PURPOSE:**

The Biddeford Office Administrative Assistant greets all clients and visitors of the agency, whether via phone or in person, with courtesy and respect while providing knowledgeable information of YCCAC's programs and services as well as commonplace resources located throughout the communities of York County, Maine.

#### **RESPONSIBILITIES:**

1. Greets clients and visitors coming into the agency, ascertains their purpose, and directs them accordingly.
2. Provides information regarding agency services. With training and support, will become familiar with basic community resources for commonly requested services.
3. Answers all incoming telephone calls, provides information as above, routes calls to appropriate person or voicemail.
4. Supports the Economic Opportunity programs with administrative duties as necessary.
5. Prepares all outgoing mail. This may include priority mail via UPS and Fed-Ex as necessary.
6. Maintains the reception and copier areas in an orderly fashion.
7. Ensures all supplies for copy area are fully stocked at all times.
8. Reports malfunction of the phone system, photocopier, postage and fax machines to appropriate person. Troubleshoots these areas and services others as needed.
9. Empties paper shredder when full. Fills photocopier with paper as needed.
10. Ensures all pre-printed resources for visitors are readily available to include Homebuyer Education packets, departmental brochures, seasonal materials, employment applications and Complaint of Discrimination forms.
11. Maintains inventory of, prints and folds all agency departmental brochures.
12. Supports the mission of the organization in supporting both the coordination and integration of services and programs.
13. Performs other duties as assigned, or as necessary to fulfill the position.

#### **Qualifications:**

1. High School diploma or GED preferred. A minimum of three years reception/customer service experience preferable.
2. Basic computer skills required. Demonstrated proficiency in Microsoft Word, Excel and Outlook. Ability to learn and maintain proficiency with YCCAC software programs required.
3. Must have a courteous, personable and positive manner and be sensitive to issues of diversity, disability, and poverty when servicing others.
4. Confidentiality is essential.
5. Effective communication skills and the ability to exercise patience, resourcefulness and good judgment with callers, visitors and co-workers.

6. Must have good organizational skills with the ability to multi task.
7. Must have reliable form of transportation.
8. Experience and/or demonstrated ability to function well in a helping relationship with other persons, and to maintain appropriate boundaries.
9. Capacity to function effectively as part of a team and also able to work independently.
10. The ability to communicate effectively with clients, agency personnel and community partners.
11. Ability to work in the community while adhering to social distancing and PPE guidelines.
12. Ability to work remotely using text, email and phone.
13. Demonstrated ability to manage and coordinate a project, including excellent organizational skills.
14. Must not have a record in the System for Award Management (SAM) website.

Qualifications and responsibilities are essential functions of the job. Essential functions (EF) are the work tasks that employers do not have to change when making reasonable accommodations.

**Responsibility for Safety and Health:**

1. Follow established standard and safety precautions in the performance of all duties.
2. Follow strict social distancing and use of PPE in the community and office setting.
3. Report to the Operations Manager any hazardous condition or equipment immediately.
4. Attend required safety trainings.

**Physical Requirement:**

Physical Essential Functions of the position

Bending	<input type="radio"/>	Sitting	<input type="radio"/>	N (Not applicable)
Carrying	<input type="radio"/>	Standing	<input type="radio"/>	O (Occasionally) on/off up to 3 hrs. per day
Driving	<input type="radio"/>	Talking	<input type="radio"/>	F (Frequently) on/off up to 6 hrs. per day
Handling	<input type="radio"/>	Walking	<input type="radio"/>	C (Constantly) all the time, over 6 hrs. per day
Hearing	<input type="radio"/>	<u>Lift/Carry</u>		
Keyboarding	<input type="radio"/>	20 lbs or less	<input type="radio"/>	
Kneeling	<input type="radio"/>	<u>Push/Pull</u>		
Reaching	<input type="radio"/>	12 lbs or less	<input type="radio"/>	

No job description can define completely all aspects of a particular position. This job description in no way states or implies that these are the only duties that you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.