

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Administrative Assistant
Reports To:	Program Manager, Coordinator, and/or Director
Supervises:	None
FLSA Status:	Non-Exempt
Pay Grade:	3

General Duties:

- Delivery of assigned program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Performs general office duties, including typing of reports, grants, minutes and other general correspondence, performs general data entry utilizing a variety of computer software programs, answers phones and schedules meetings and appointments for department staff.

Specific Duties and Responsibilities:

- As appropriate, answers client inquiries and requests for services and refers clients to the appropriate department staff.
- Answers telephone and takes messages or refers caller to appropriate employee or division.
- Compiles statistical and other data and enter data into computer system utilizing a variety of software programs.
- Photocopies grants, reports, mailings, and other correspondence as needed.
- Type reports, minutes, letters, grant applications and other forms of correspondence.
- Maintains and updates program forms and manuals.
- Provides backup to the reception desk.
- Conduct program specific screenings and eligibility determinations.
- Document all service provision no later than 48 hours of the service/contact.
- Completes conference and training registrations and travel arrangements for department staff.
- Assists in purchases of office supplies, equipment, and client assistance purchases in accordance with company purchasing policies and budgetary restrictions.
- Compiles data for grant reports and prepares reports for review by program management.

- Using Survey Monkey, sets up, modifies, and revises surveys; runs reports
- Completes data entry and maintains data in a variety of program databases, utilizing various computer software programs.
- Post meeting agendas, minutes, other documents on the CCRPC website.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Coordination of division wide projects.
- Share information and resources with team.
- Maximizes coordination and communication among Division programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as required.

Program Specific Duties and Responsibilities of Administrative Assistant:

Weatherization, LIHEAP, Energy Efficiency Programs:

- Sets up, maintains, and completes file organization of client files and contractor files.
- Coordinates with program sub-contractors to maintain required, up to date documentation as required by the funder and organization.
- Provide clients energy conservation education thorough one-on-one education, group presentations, written materials, etc.
- Provides back up to LIHEAP reception.

CSBG, YAC, ISC, Homeless Programs, No Limits:

- Supports the maintenance of office areas and equipment, arrangement and housekeeping of office facilities.
- Serves as the secretary for the Community Action Board, preparing meeting packets, creating minutes of these meetings and working with the Director in communicating appropriate information to the members of the Board.

Required Knowledge, Skills, Characteristics and Abilities:

- High school diploma/G.E.D. with at least 3 years' applicable experience in office management, formal education and/or certifications preferred.
- Strong background in customer service.
- Valid driver's license and ability to travel throughout Champaign County as necessary.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Ability to establish and maintain good working relationships with staff and the public.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Knowledge of public assistance programs, including eligibility and application process.
- Ability to react to change productively.

- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to use email and Survey Monkey, MS Word, MS Excel, MS PowerPoint and the ability to learn project specific computer software programs.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate client scheduling needs including periodic evenings and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites.
- Provide direct work with program participants or on behalf of the program participant approximately 50% of workweek.
- Travel and/or complete non-client specific program related functions sitting/standing at a desk approximately 50% of workweek.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Competencies:

- Interpersonal Skills
- Motivation to Succeed
- Problem Solving/Analysis
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management

Work Environment:

- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work.
- Evening and weekend availability is required as needs of the program dictate.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

Revision Date: 2/12/2019