



Job Description

Position Title:	Admin Assistant/Receptionist	FLSA Status:	Hourly <input checked="" type="checkbox"/> Exempt <input type="checkbox"/>
Department:	Human Resources	Reports To:	Human Resources Manager
Direct Reports:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Position Summary:	Acts as first point of contact and representative of WACOSA. Is responsible for providing excellent customer service and support via telephone, in-person, and electronic means. Provides primary clerical support for Human Resources and other WACOSA leadership staff as assigned.		
Essential Duties:	<p>All duties to be performed according to the established standard and in compliance with all company policies and procedures while maintaining regular, prompt attendance:</p> <ul style="list-style-type: none"> • Receives incoming telephone calls, takes accurate messages, directs to the appropriate individuals, and provides information to callers, on a daily basis, keeping a professional demeanor at all times. • Assists, directs, and interacts with internal and external customers and visitors in a prompt, professional and appropriate manner ensuring the Visitor Policy is enforced. • Maintains company database information; additions, maintenance, clean-ups, and potential training. • Assists with the transportation radio, attendance tracking, and announcements of client/client arrivals and departures between shifts. • Regularly prepares and sorts incoming and outgoing mail, picks-up and delivers mail to Post Office, monitors postage machine for adequate postage and maintenance, and signs for/ distributes packages. • Assists with data manipulation, clean-up of lists, and label printing for bulk mailing projects. • Assists with office supply inventories, ordering, and tracking supply budgets. • Completes daily bank runs for the organization. 		
Other Duties:	<ul style="list-style-type: none"> • Consistently supports staff and manages multiple clerical projects, with competing priorities, by assigned deadlines while maintaining confidentiality of sensitive data (i.e. assisting with prevailing wage and satisfaction surveys, compiling handbooks, maintaining staff lists, orientation sign-offs, medication forms, stuffing checks/ invoices, maintaining conference room calendar schedules) as needed. • Arranges printer/ scanner/ fax machine maintenance service as needed for office machines as needed. • Prepares Board of Directors mailing packets, maintains Board files, and completes other Board related tasks as assigned. • Researches new vendors and assists Finance/ Accounting with W-9 tax information as requested. • Other duties as assigned. 		
Team Member Responsibilities	<ul style="list-style-type: none"> • Work as an active and participatory member of the team using the guiding principles The WACOSA Way and Top 20. • Support positive team morale by monitoring own behavior, attitudes, and professional communication in daily interactions and in handling of disagreements or concerns. • Maintain positive and open communication with co-workers, supervisors, external customers, interdisciplinary team members (IDT), and all others you come in contact whom represent our clients. • Be familiar with and follow all WACOSA policies, procedures and practices while staying in compliance with all certifications, licenses, and accreditations for areas assigned. • Regular and predictable attendance is required in order for WACOSA to ensure staff to client ratios required by licensing. Be punctual and manage your Paid Time Off (PTO) according to established policies. • Provide transportation to clients according to transportation policy and assignment. • Complete all your assigned training sessions by attending in-services, training classes and all other training opportunities within allowed deadlines. • Maintain a clear and safe work environment. • Provide interaction with clients and mentoring that results in increased: <ul style="list-style-type: none"> ○ Independence in all areas of their day ○ Healthy social interactions ○ Self-regulated behaviors ○ Opportunities to use skills in decision making ○ Work opportunities and productivity 		



Job Description

	<ul style="list-style-type: none"> ○ Opportunities for consumer Self-advocacy ○ Continuous use of person-center principles
Physical Demands:	<p>The tasks of this position generally requires:</p> <ul style="list-style-type: none"> ● The ability to remain stationary for extended periods of time using a personal computer, telephone, and other standard office equipment is a must. ● Occasional lifting up to 25 lbs., intermittent bending/ twisting/ reaching/ traveling throughout the building and other sites required.
Work Environment:	<ul style="list-style-type: none"> ● The noise level is generally quiet to moderate, an active office setting. ● Required to work both independently and with others. ● Travel regionally as needed.
Safety and Ergonomic Requirements:	<ul style="list-style-type: none"> ● Must practice safe work practices at all times and report any unsafe conditions immediately. ● Attend and participate in all required safety trainings. ● Follow all personal dress requirements according to the established dress code and safety requirements.
Qualification Requirements:	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Education/Experience</p> <ul style="list-style-type: none"> ● High School Diploma or equivalent ● Three years administrative experience required ● Human Resources experience preferred. ● Experience with multiline phone/switchboard experience preferred. <p>Language Ability</p> <ul style="list-style-type: none"> ● Ability to read and interpret documents such as procedure manuals. ● Ability to write routine reports and correspondence. ● Ability to speak effectively before groups. <p>Math Ability</p> <ul style="list-style-type: none"> ● Ability to add, subtract, multiply and divide all units of measure. ● Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. <p>Reasoning Ability</p> <ul style="list-style-type: none"> ● Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. ● Ability to deal with problems involving several concrete variable in standardized situations. <p>Computer Skills</p> <ul style="list-style-type: none"> ● Strong technical and computer skills with intermediate to advanced knowledge in Microsoft Office Suite, and general database knowledge. ● Able to pick-up on specialized software quickly. <p>Certificates, Licenses and Registrations</p> <ul style="list-style-type: none"> ● Ability to pass an employment history, education and Criminal Background Check, and Drug Screen (post offer). ● Valid Driver's License and acceptable driving record.



Job Description

Signature	<p><i>My signature below merely acknowledges receipt of this position description. I agree that this position description does not create an employment contract and does not waive the employment-at-will relationship. I acknowledge this description is only a summary or outline of the duties at this time and does not include all the direct and indirect duties that the entire job may entail or the services required. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. Furthermore, I acknowledge that the duties and responsibilities will vary with the needs of the organization, and that I am responsible for the acceptable performance of all the duties and responsibilities, whether assigned, implied, written, unwritten or would be assumed by a responsible person in this position. I also acknowledge that I must continue to meet all the qualifications of the position, stated or unstated, including but not limited to the education, experience, skill, physical, mental and emotional intelligence requirements, necessary to successfully perform all the duties and responsibilities of the position, written or unwritten.</i></p> <p>Employee Signature _____ Date _____</p>
------------------	---