



Job Description

Position Title:	Admin Assistant II - Programs	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:	The Administrative Assistant II facilitates the efficient operation of program services by performing a variety of clerical and administrative tasks.		
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 • Manages Internal & Customer Management Systems (CMS) Databases: including data entry, report creation, and implementation (i.e. AccStats, SALSA, Black Cat, Phone Systems, Azuga) • Assists with the transportation radio and announcements of client/client arrivals and departures between shifts. • Assists with the scheduling and coordination of WIOA on an annual and as required basis • Assists with client related paperwork: including, but not limited to, client welcome letters, required mailings, new client processing • Assists with data manipulation, clean-up of lists, and label printing for bulk mailing projects. • Consistently supports and manages multiple clerical and special projects, with competing priorities, by assigned deadlines while maintaining confidentiality of sensitive data. • Prepares outgoing mail, delivers mail to Post Office, monitors postage machine for adequate postage and maintenance, and signs for/ distributes packages. 		
Other Duties:	<ul style="list-style-type: none"> • Maintains office supplies and coordinates maintenance of office equipment. • Assists with basic AP support, researches new vendors and assists Finance/Accounting with W-9 tax information as requested. • Assists with basic maintenance and transportation support, such as managing vehicle incident reports, data entry and report creation • Provides backup and support to Human Resources, Accounting, Sales & Marketing, Fund Development, Programs, and Operations as needed. • Cross-trains and relieves Administrative Assistant personnel in other facilities as needed. • Has a working knowledge of all Direct Support Professional (DSP) Duties • 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 		



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	<ul style="list-style-type: none"> ○ Healthy social interactions ○ Self-regulated behaviors ○ Opportunities to use skills in decision making ○ Work opportunities and productivity ○ 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"> ● 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 Waite Park 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"> ● Two-year degree in business and ● Two years of administrative experience OR ● Five years administrative experience required ● Human Resources and Accounting experience required. ● Experience with multiline phone/switchboard experience is preferred. <p>Language Ability</p> <ul style="list-style-type: none"> ● Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. ● Ability to write reports, business correspondence, and procedure manuals. ● Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. <p>Math Ability</p> <ul style="list-style-type: none"> ● Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages. ● Ability to apply concepts of basic algebra and geometry. <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.



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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>
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