

CHILD & FAMILY DEVELOPMENT PROGRAMS
Community Action Team, Inc.

POSITION TITLE:
Office Specialist

DEPARTMENT: Human Investment

POSITION REPORTS TO: Director
Child & Family Development Programs

FTE: 100%

POSITION DURATION: as funds permit

WRITTEN BY: CAT Administration

PERSONS SUPERVISED: 0

APPROVED BY: Policy Council

APPROVAL DATE:

APPROVED BY: SDA

APPROVAL DATE:

POSITION SUMMARY:

The Office Specialist position will manage office operation at the Admin office. S/he will support the program with Administrative duties to ensure requirements are met and a high standard of services are provided to the staff, children, and families served. S/he will also compile, organize and distribute reports and information related to the daily operations of the program. This position will assist in managing multiple databases. This position requires a high level of attention to detail to assure accurate entry of information. S/he will provide software technical assistance to staff as needed and support the goals and objectives of the program.

ESSENTIAL FUNCTIONS:

1. Responsible for day-to-day office operations.
2. Manage all incoming phone calls in a polite and courteous manner. Take messages accurately. Review and distribute calls on the answering machine each morning.
3. Maintain supplies by checking stock to determine inventory levels; anticipate requirements; write purchase orders. Receive shipments, verify order and document on shipping invoice.
4. Attend required trainings and meetings.
5. Responsible for assisting with grant applications and grant software.
6. Responsible for maintaining job announcements and recruitment efforts for job vacancies both in-house and a variety of agencies and social media. Follow-up and support applicants through the application process.
7. Train all office staff and volunteers in use of office equipment as needed.

8. Responsible for supporting centers and programs with ordering as needed.
9. Maintain central office filing system, working personnel files and archive child files.
10. Support Admin in creating and developing documents, forms and materials as needed.
11. Responsible for processing all incoming and outgoing correspondence.
12. Maintain office equipment by completing preventative maintenance; troubleshooting failures, call for repairs; and monitor equipment operation.
13. Responsible for maintaining:
 - a. Postage machine and monitoring postage funds.
 - b. Tracking and billing of copies and postage used in the Admin office.
14. Maintain and keep the program website and social media updated.
15. Maintain and manage other platforms such as Zoom, Indeed, etc.
16. Maintain positive public relations in the community including supporting other CAT programs and activities.
17. Oversee office cleaning and organization of supplies.
18. Other duties as assigned by program Director or Associate Director.

ADDITIONAL EXPECTATIONS:

Program Participation and Team Member:

1. Be a respectful, cooperative, and reliable team member, consistently treating co-workers, families, and community partners with respect and dignity.
2. Contribute to the operation of the program by attending and participating in Admin and program staff meetings; and sharing information gained through attendance at required trainings, workshops, and consultations.
3. Support in the evaluation and planning of program goals and plans.
4. Help with office maintenance and inventory.
5. Maintain professional and collaborative relationships by supporting and implementing position related duties of program contracts, MOU's and interagency agreements.
6. Maintain professionalism in dress and manner: Arrive to work on time, ready to work and participate. Meet program timeframes, checking email daily as well as site specific communication systems.

Code of Conduct:

Perform all work in compliance with program plans, policies Performance Standards, and CAT Codes of Conduct.

Confidentiality:

Respect and maintain program and client confidentiality policies regarding enrolled children and families, personnel issues, and other program operations as appropriate.

Training:

In consultation with supervisor, develop professional work goals and development plan, participating in training as requested.

JOB QUALIFICATIONS:

Education and Experience:

Minimum:

AA degree in business administration or like degree.

Preferred:

1. Baccalaureate or advanced degree in business administration or human resources;
2. Must have two years experience in office management.

Skills and Abilities:

1. Must have a current Red Cross/AHA pediatric and adult First Aid/ CPR cards.
2. Must have dependable transportation and/or valid driver's license and auto insurance.
3. Must be able to attend meetings and trainings that may require out-of-town travel and overnight stays
4. Ability to communicate effectively with children and adults in both verbal and written format.
5. Evidence of ability to work in a cooperative team manner and to follow directions and program policies
6. Must be on the Central Background Registry, pass a pre-employment drug screening and have completed a TB screen.
7. Must be willing and available to work flexible hours, occasional evenings or week-ends.
8. Must have advanced working knowledge and skills with computers including Microsoft Office, Adobe, Google Drive, etc.
9. Ability to operate and troubleshoot minor problems on all office machine such as copier, fax, binder, laminator, etc.
10. Ability to work with families from a diverse population. Bilingual skills

preferred.

Working Conditions:

1. Ability to occasionally lift up to 50 lbs.
2. Ability to participate in regular kneeling, stooping, bending and sitting on the floor and standing for long periods of time.
3. Ability to sit for long periods of time at a computer and frequent standing while using various office equipment.

I have read this job description. I understand my responsibilities and will fulfill them to the best of my ability

Number of Hours per Week: _____

Rate of Pay: _____

Staff Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Disclaimer: The organization reserves the right to revise or change job duties and responsibilities as the need arises. The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. This job description does not constitute a written or implied contract of employment.