



## JOB DESCRIPTION

DEPARTMENT: Employment Division  
JOB TITLE: Administrative Assistant

DATE: July 2020  
STATUS: Non-Exempt

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**PRIMARY PURPOSE:** Responsible for all receptionist duties, providing program support services including maintaining client records. Clerical duties include correspondence, client tracking, monthly/quarterly/annual statistical reporting and monthly billing. Assists and reports to the Employment Division Coordinator.

### ESSENTIAL FUNCTIONS:

- Performs receptionist duties for Employment Division and Administration Division.
- Provides clerical support to the Employment Division and Administration Division.
- Provides data and client support to the Employment Division and Administration Division.
- Processes and maintains referral forms and client files in accordance with program policies and procedures.
- Generates and compiles statistical reporting and billing in accordance with contractual agreements and requirements.
- Maintains computerized database and all client files.
- Participates in and ensures with staff, the compliancy of NEI's policies, procedures, program philosophy, mission, rehabilitation principles and agency standards.
- Assists in activities to meet contractual goals.
- Composes/types written documentation as required.
- Maintains confidentiality regarding staff-related issues, client-related matters and anything to do with agency operations/policies and procedures.



### **Daily Duties:**

- Answers, and directs phone calls and takes messages as needed.
- Retrieve company mail and forward to Executive Assistant.
- Greets and directs guests.
- Ensures that office procedures are practiced and adhered to by all staff.
- Updates the Employment Division Coordinator of staff activities/whereabouts.
- Corresponds with referral sources.
- Processes and maintains client records and charts.
- Maintains client tracking systems, including data for program evaluation.
- Develops and maintains accurate and up-to-date computer and manual database of clients.
- Create and maintain monthly expense reports for company/business credit card users
- Monitors the completion and accuracy of client files, and ensures up-to-date charting and quality of client charts.
- Provides clerical support to the Employment Division Coordinator.
- Provides clerical support to the President/CEO.
- Provides clerical support to the Executive Assistant.
- Provides general information on agency's services to clients and other interested individuals.
- Assists Employment Specialist with client's resumes and employment forms as needed.
- Processes opening, transferring, and closing of client files on a timely basis, and verifies that forms are complete and accurate.
- Processes and monitors referrals and intakes, and consults with the Employment Division Coordinator to ensure fulfillment of individual contracts.
- Opens and secures office files, ensuring that all clients' charts are filed and secured at day's end.
- Maintains confidentiality of all client files and charts.
- Maintain Company issued Credit Card.



### **Periodic Duties:**

- Orders and replenishes office, kitchen and cleaning supplies as needed.
- Ensures replenishment of all employment division forms.
- Ensures replenishment of time sheets for all job sites.
- Calculates and generates bi-monthly report of Employment Division cases.
- Schedules Employment Division Meetings
- Submits weekly client reports to Employment Division Coordinator.
- Ensures “Six (6) Month Plus Reviews” are being completed with copies submitted to Employment Division Coordinator.
- Calculates and generates monthly/quarterly/yearly statistical reports.
- Generates and compiles monthly billing and program evaluations.
- Schedules, documents and provides minutes of the monthly staff meeting to appropriate staff and Administration.

### **Occasional Duties:**

- Assists staff with general clerical duties (as time permits) and correspondence.
- Verifies and documents dates of services for clients.
- Send out, documents, and processes all client Satisfaction Surveys and Referral Source Evaluations.
- Compiles blank charts for State Contracts.
- Compiles folder files for all new hires as needed by Executive Assistant.
- Oversee Document Scanning Trainees as needed.
- Contact & Coordinate with vendors and property management.
- Manage daily parking passes (as needed).
- Maintain petty cash for Employment Division.
- Schedules post-employment offer physical with Kaiser.



### **WORKING CONDITIONS:**

- Attends seminars/workshops as assigned.
- Indoors under regular office conditions.
- Occasionally may work outdoors in normal weather conditions.

### **Equipment Use:**

- Continuous use of the telephone, computer, printer, copy machine and fax machine.
- Frequent use of the typewriter, postage scale and meter, and 10-key calculator.
- Occasional use of personal vehicle required (mileage reimbursement eligible).

### **WORK HOURS:**

- Monday through Friday
- 8:00 a.m. – 4:30 p.m.
- Extended hours as required

### **MENTAL DEMANDS:**

- Continuous use of communication skills, attention to detail, concentration and alertness.

### **COMMUNICATION DEMANDS:**

- Continuous talking to co-workers, customer/clients; talks on the telephone; meets request of co-workers, meets request of customers; writes/composes written language and reads.
- Frequently talking to outside trade persons/vendors; meets request of vendors; trains/gives instruction; and receives instructions.



## **PHYSICAL DEMANDS:**

- Continuous sitting, handling, fingering, use of corrected vision and color vision.
- Frequently standing, walking, reaching, use of depth perception, wide field of vision and pulling up to 10 lbs. of files.
- Occasionally climbing, balancing, stooping, kneeling, crouching, crawling, use of eye-hand-foot coordination, pushing up to 30 lbs. of copier paper cartons, lifting, carrying up to 10 lbs. and visiting/working at other sites.

## **QUALIFICATION REQUIREMENTS:**

### **Skills/Knowledge:**

- Skilled in developing and managing computerized database and computer files.
- Skilled in relating and adapting to different types of personalities and individuals.
- Skilled in time management and organization.
- Knowledge of general business, filing and basic accounting practices.
- Skilled in professional and business-like practices.
- Practiced in maintaining confidential information.
- Valid Driver's License, current traffic abstract, current registration, safety check and certificate of insurance required.

### **Education/Training:**

- High School Diploma
- Post high school degree preferred.

### **Experience:**

- 1-2 years experience in developing and generating statistical reports.
- 1-2 years experience working with Microsoft Software (Excel, Word, Access, Outlook).
- 1-2 years experience working in an office environment.