

## **ABILITIES FIRST EMPLOYMENT SERVICES ADMINISTRATIVE ASSISTANT I**

**Reports to:** Director of AFES

**FLSA:** Non-Exempt

**Salary Range:** \$ \$9.45 – 16.83 per hour

**Hours of Work:** 40

### **DEFINITION**

This is a full-time, detail-oriented, administrative professional position. The role is to support activities of Abilities First Employment Services to ensure efficient, effective, and timely completion of processes in the business. This includes being the first point of contact for customers and ensuring that related practices and processes are clearly documented and followed.

**This description may not include all of the duties, knowledge, skills, or abilities associated with this position.**

### **ESSENTIAL RESPONSIBILITIES AND DUTIES**

- Initial point of contact for AFES.
- Provide information regarding products, pricing, services, etc.
- Collect customer information and forward to the appropriate personnel as needed.
- Act as liaison and facilitate positive relationships for internal and external personnel and entities such as vendors, customers, Abilities First staff, etc.
- Establish, document, and follow all processes necessary for the operation of the office.
- Maintain and organize all official records and documents for Abilities First Employment Services including, but not limited to contracts, legal documents, policies, and necessary documentation of AFES activities.
- Make quick and efficient decisions regarding issues that impede the daily functions of the AFES offices and locations.
- Responsible for routine office tasks such as record keeping, monitor and distribute incoming faxes, complete copying, scanning and data entry as directed.
- Ensure the general office area maintains a clean and organized appearance.
- Maintain administrative files (hard copies and on-line file cabinets).
- Perform a variety of basic data entry tasks in preparing, recording, and tracking records as directed.
- Prepare outgoing mail.
- Open all mail, date-stamp and route to appropriate person.
- Maintain supply list and once supplies are received ensure they are properly stored in the correct location.
- Prepare and maintain records reflecting cell phone costs, equipment costs and location and purchase date.
- Assist in the preparation of reports and other data as directed.
- Complete various errands for the agency.
- Perform other related work as assigned.

- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly.
- Ensure that all assigned tasks/projects are fully implemented and completed in a timely and professional manner.
- Work under supervision; however, the employee is expected to exercise independent judgment and discretion within the limits of established procedures.
- Must have a valid Missouri driver's license, reliable transportation, a clean driving record, and auto liability insurance that meet the requirements set by Abilities First.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 25 mbps* in order to work remotely.
- Must be able to drive locally for work-related assignments.
- Must be able to lift 25 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Extensive knowledge of operations of office equipment and computer software, including but not limited to MS Office Suite.
- Extensive knowledge of office methods and procedures.
- Ability to apply general office skills to work related duties.
- Ability to expedite a large volume of detailed work involving written and numeric data. Ability to complete daily tasks with minimal supervision or oversight.
- Present a positive image of Abilities First to the public.
- Ability to establish and maintain effective working relationships with other employees and business connections.
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements.
- Requires excellent oral and written communication, organizational skills and interpersonal skills.
- Professional dress or business casual is required in the office.
- Ability to bend, sit, stand, and stoop.
- Demonstrate professional work ethic.
- Must be able to pass a background screening.

## **EXPERIENCE AND EDUCATION**

- High School Diploma or GED required.
- 3 or more years of Administrative Assistant experience preferred.