



Position Description

Program	Community Action
Title	Administrative Associate
Reports to	County Associate Director
Supervises	Volunteers

Job Summary

The Administrative Associate is responsible for performing a variety of administrative functions and support relating to Community Action in order to ensure that services are provided in an effective and efficient manner. Duties may include fielding telephone calls, receiving and directing visitors, word processing, data entry, creating spreadsheets and presentations, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills.

Summary of Essential Job Functions

- Welcomes and directs all visitors and clients by greeting them, in person or on the telephone; answering or referring inquiries; maintaining employee and department directories; and giving instructions.
- Begins the process of assisting clients in need with direct service preparation (forms, instructions, information...)
- Ensures completion of paperwork, sign-in and security procedures; maintains security by following procedures and monitoring walk in log.
- Performs routine office procedures: photocopying, filing, faxing, data entry, etc
- Manages and maintains client files and purges files per established procedures.
- Inputs Homeless Management Information System (HMIS) data quickly and accurately into the respective database system.
- Assists the Director with special administrative projects, as well as word processing and other administrative tasks.
- Supports and collaborates with other CVOEO programs.
- Manages and maintains the Agency's reception area in an orderly and inviting fashion.
- Conducts orientation and training for volunteers.
- Maintains supplies inventory by checking stock to determine inventory level; placing orders for supplies; and verifying receipt of supplies.
- Maintains and displays daily staff schedule (in/out)
- Monitors various internal and external forms, brochures, etc.
- Accepts parcels and/or donations
- Performs other duties as requested

Minimum Requirements

- Associates Degree (Bachelor's degree preferred) in business or human services or combination of education and experience in human services or other appropriate disciplines which include 2-4 years related experience from which comparable knowledge and skills have been acquired.
- Experience with data base entry; spreadsheets and Microsoft Office.
- Proficient in basic office technology
- Effective organizational, computer, verbal and written communication skills; bilingual abilities are a plus.
- Able to work independently.
- Must be detail-oriented and self-disciplined in time management.

- Conform with and abide by all regulations, policies, work procedures and instructions.
- Guard the confidentiality and security of client information.
- Ability to interact pleasantly and effectively with the public, staff, and volunteers.
- Must be willing and able to work well with a diverse population and have a strong interest in and commitment to the overall needs and problems of low income and homeless families.
- Commitment to valuing diversity and contributing to an inclusive working and learning environment
- Ability to uphold safety standards.

HR use only			
Union Status	Union	Pay Range	Per Union Contract
FLSA Status	Non-Exempt	Last Reviewed	August 2023

Physical Demands: Administrative Associate

The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.

In an 8 hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than ½ hours per day)

O = Occasionally (½ to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

Lifting/Carrying (Amount of force exerted to lift and/or carry)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Pushing/Pulling (Amount of force exerted to push and/or pull)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Postures/Movements

Sitting (circle one):	N	R	O	F	C
Standing (circle one):	N	R	O	F	C
Walking (circle one):	N	R	O	F	C
Stooping, kneeling, crouching (circle one):	N	R	O	F	C
Reaching and/or grasping (circle one):	N	R	O	F	C
Hand/finger dexterity (circle one):	N	R	O	F	C
Climbing and/or balancing (circle one):	N	R	O	F	C
Carrying, pushing and/or pulling (circle one):	N	R	O	F	C

Cognitive/Sensitive

Talking (circle one):	N	R	O	F	C
Hearing (circle one):	N	R	O	F	C
Sight (acuity) (circle one):	N	R	O	F	C
Touch (circle one):	N	R	O	F	C
Smelling/tasting (circle one):	N	R	O	F	C

Occupational Aspects/ Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.

Working Inside (circle one):	N	R	O	F	C
Working Outside (circle one):	N	R	O	F	C
Changing Temperatures (circle one):	N	R	O	F	C
Wet/Humid Conditions (circle one):	N	R	O	F	C
Confined Spaces (circle one):	N	R	O	F	C
Use of computer (circle one):	N	R	O	F	C
Weekend/evening (circle one):	N	R	O	F	C
Areas of dust, odors, mold (circle one):	N	R	O	F	C
Mechanical, electrical hazards (circle one):	N	R	O	F	C
A flexible work schedule (circle one):	N	R	O	F	C
Fast paced and deadline oriented (circle one):	N	R	O	F	C
Warehouse environment, may be noisy (circle one):	N	R	O	F	C
Collaborating and working with others (circle one):	N	R	O	F	C
Travel time, with occasional overnight stays (circle one):	N	R	O	F	C
Work independently and with minimal supervision (circle one):	N	R	O	F	C

Other Aspects

Infectious Agents (circle one):	N	R	O	F	C
Chemicals (circle one):	N	R	O	F	C

Employees must support C.V.O.E.O.'s mission consistently while performing their duties and while assisting C.V.O.E.O. in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,

The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description reflects C.V.O.E.O.'s best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.

Employee Printed Name: _____ Date: _____

Employee Signature: _____