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**JOB DESCRIPTION**

Position Title: Administrative Assistant

FSLA Designation: Non-Exempt

EEO Category: Office & Clerical

SOC: 43-6011

Last Reviewed/Updated: 08/12/2022

**Job Summary**:

The incumbent of this position provides diverse clerical support functions to units within the organization as the first point of contact for the organization. The incumbent exercises judgment requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures and may include a combination of answering telephones, word processing, office machine operation, and filing. This person reports to the Human Resources Director.

*The position may involve acquiring, accessing, using and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Core Principles:** To provide a safe environment for all children. To respect the inherent dignity of children & families.

**Competencies:** Ability to be proactive, decisive and employ crisis intervention principles appropriately. Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential.

**Core Functions:** *Provides exceptional customer service to both internal and external customers.*

* Greet both internal and external customers providing exceptional customer service.
* Answer incoming telephone calls and direct calls to the appropriate person/department; taking complete, clear messages as needed.
* Check voice mail daily and forward messages to appropriate personnel.
* Ensure that all guests sign in and appropriate staff are notified of their arrival.
* Sort and distribute all incoming mail daily; stamp all outgoing mail and packages; accept all incoming packages and immediately notify unit of delivery.
* Manages conflicts, dealing appropriately in difficult situations.
* Is empathic; is able to see things accurately from the emotional perspective of others, and cares about their well-being.

**Core Principles:** To commit to accountability using outcomes to measure performance and improve practice. To recognize that more can be done with communities as partners.

**Competencies:** Commitment to ensuring accountability and a results-based orientation. Identifies and understands what resources are available and builds and maintains effective working relationships with a network of systems.

**Core Functions:** *Provide administrative support to Human Resources and for the general facility.*

* Support the supervisor with preparation of general tasks daily.
* Perform typing, data entry or other clerical tasks as needed.
* Submits facility tickets for supplies needed for general areas such as the restrooms and breakrooms.
* Ensure requests for photo badges are completed timely and with exceptional customer service.
* Acts quickly to solve problems and to get things done.
* Uses “to-do” lists or other tools to manage time, and manage multiple, pressing job demands.
* Make photocopies and fax material as requested.
* Identifies and understands what resources are available, and builds and maintains effective working relationships with a network of systems.
* Offers support to co-workers.

**Core Principle** To respect the diversity of all children and families.

**Competency:** Ability to lead and model diversity. Respect for each person’s dignity, individuality, and right to self-determination.

**Core Function:** *Display understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.*

* Understands and appreciates different views, expertise and experience of others; understands the perspectives and limitations of other individuals and systems.
* Understands and reflects upon own values, cultural/personal style, familial background and how each may impact others.
* Fits pieces of information into a coherent whole and provides backup to departments as needed and/or assists with special projects.
* Participate in the quality improvement process.

This list of essential functions is not intended to be all-inclusive. PSF reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications:**

REQUIRED:

* High School Diploma or GED.
* Two years of administrative office experience including the use of multi-line telephone systems.
* Proficiency in Microsoft Office Products and spreadsheet software.

**Knowledge, Skills, and Abilities:**

* Strong computer skills.
* Ability to type at least 35 correct words per minute.
* Knowledge of filing systems with the ability to maintain diverse types of filing systems.
* Excellent interpersonal skills.
* Ability to communicate effectively in speech and in writing with outstanding telephone etiquette.
* Knowledge of various types of office equipment (i.e. copier, fax, switchboard).
* Experience with programs in Microsoft Office Suite.
* Possess a positive and reliable attitude concerning all aspects of working in a challenging environment, including significant patience and respect for children and families who can become quite demanding.
* Sensitivity to cultural needs and willingness to serve as a positive member of a working team.
* Strong analytical and problem solving skills.
* Ability to prioritize multiple tasks and projects.

**Physical Requirements:**

Sitting 60%

Standing 10%

Mobility (moving between internal offices) 20%

Kneeling/Bending/Stooping 5%

Reaching, overhead 5%

Speaking  Yes   No

Hearing  Yes   No

Reading Comprehension  Yes   No

Ability to Lift and carry up to 30 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

**\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Date**