

SYCAMORE SERVICES, INC.
POSITION DESCRIPTION

TITLE: Administrative Assistant

DEPARTMENT: Administration (32A)

Job Analysis Conducted: November 2007

Revised: October 2014

Note: Statements included in this description are the essential functions of this position. Other non-essential functions may be assigned.

Relationship

Reports to: Executive Assistant

Supervises: None

Internal contacts: All Staff

External contacts: Contractors, Participants, Advocates, Parents/Guardians, General Public, Board Members, Community Contacts

Work environment: 90% Office, 10% Community

Scheduled work hours:

Job Summary

Carry out administrative and clerical functions of Home Office Front Desk. Provide support to Accounting/Administrative Team. Serve as customer liaison through phones and front office contacts.

Job Qualifications

- A. High School diploma or GED required.
- B. Training or experience in bookkeeping, data management, and office administration preferred.
- C. Training or experience in word processing and spreadsheets required.
- D. Must type a minimum of 50 words per minute.
- E. Ability to be flexible, organized, detail-oriented, responsible and a team player.
- F. Excellent customer service and verbal/written communication skills.

Essential Functions

- A. Customer Liaison
1. Answer phones in professional and courteous manner.
 2. Provide assistance to callers or direct to appropriate staff person.
 3. Record or relay accurate messages to appropriate parties.
 4. Greet and direct walk-in customers, contractors, and community contacts.
- B. Data Entry
1. Maintain accurate and timely data entry of billing and/or payroll information.
 2. Assist with the updating of electronic records.
 3. Prepare reports in Word, Excel, and Navision as requested.
 4. Maintain computer records to meet program needs.
 5. Assist with monthly billing tasks.
 6. Update transportation fares log sheets.
 7. Obtain and report monthly copier and postage use.
- C. General Clerical
1. Maintain administrative and participant filing systems.
 2. Ensure proper operation/maintenance of home office equipment, including fax, printer, copier, computer, and postage meter.
 3. Coordinate duplication and distribution processes.
 4. Process incoming/outgoing mail; monitor and maintain postage, pick up checks from satellite office locations, and assist HR/Accounting with mailing tasks.
 5. Prepare/process purchase authorizations as requested. Maintain backup records.
 6. Monitor and maintain office supplies including printed materials, such as letterhead/envelopes.
 7. Receive, identify and distribute faxes.
 8. Accept/secure transportation fares.
 9. Process checks, cash for daily deposits and maintain petty cash.
 10. Produce monthly accounting calendar.
 11. Process Donations including sending Thank you letters, tracking receipts and providing records for annual reporting.
 12. Maintain ARC Member list and dues including updates to State/National orgs.
 13. Scan documents for Provide and/or Archive Records
 14. Maintain/Report Satisfaction Survey Summary
 15. Generate letters or other documents as requested by CEO/Executive Assistant
- D. Sycamore Services Team
1. Promote and uphold the agency mission statement
 2. Support Accounting/Administrative Team in completion of department responsibilities.
 2. Perform other duties as needed.

Approved _____

11/5/14
Date _____