

**SYCAMORE SERVICES, INC.**  
**POSITION DESCRIPTION**

TITLE: Administrative Assistant

DEPARTMENT: Day & Community Services

Job Analysis Conducted: February, 1999                      Revised: March 2011

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

Relationship

Reports to: Director of Day & Community Services

Supervises: None

Internal contacts: Department Staff; Administrative Staff; Participants

External contacts: Employers, Parents/Guardians, Case Managers, Other providers, Community

Work environment: 95% Office; 5% Community

Scheduled work hours:

Job Summary

To provide administrative support to Department Director and assist staff with office functions. Perform clerical and bookkeeping tasks as outlined by Department Director. Perform data entry, process automated monthly billing communication, and record other electronic information. Ensure effective use and maintenance of office supplies and equipment.

Job Qualifications

1. High School diploma or demonstrated equivalent competency required.
2. Training or experience in bookkeeping, data management, secretarial and office administration preferred.
3. Detail oriented.
4. Must type a minimum of 50 words per minute.
5. Training or experience in computer utilization. Windows products familiarity.
6. Ability to be flexible, organized, responsible and a team player.
7. Excellent verbal and written communication skills required.
8. Ability to perform required tasks independently making effective use of available

time.

## Essential Functions

- A. General Clerical
  - 1. Assist Department Director in processing of monthly and annual reporting requirements.
  - 2. File as outlined by Department Director.
  - 3. Perform word processing functions.
  - 4. Receive and direct visitors and phone inquiries.
  - 5. Prepare and process letters, surveys and reports as requested.
  - 6. Coordinate duplication and distribution processes.
  - 7. Process incoming/outgoing mail; monitor and maintain postage.
  - 8. Monitor and maintain office supplies and use of petty cash account, as applicable.
  
- B. Information Management
  - 1. Act as liaison to Administrative Team (Dept. Managers, Executive Director, HR, Accounting Personnel, and Executive Asst.)
  - 2. Prepare/process purchase authorizations as requested. Maintain backup records.
  - 3. Process monthly billings.
  - 4. Oversee the organization and use of permanent records.
  - 5. Create and maintain computer records to meet program needs.
  - 6. Develop and maintain usage records of resource library, as applicable.
  - 7. Maintain administrative and participant filing system.
  
- C. Use of Electronic Systems
  - 1. Ensure proper use of computer and applications.
  - 2. Ensure proper operation/maintenance of modem, fax, computer, printer, copier and other office equipment through communication with Administrative Team.
  - 3. Prepare reports from electronic records as requested.
  
- D. Day/Community Team
  - 1. Assist Department Director with staff scheduling as assigned.
  - 2. Facilitate coordination of Annual Disabilities Awareness Luncheon and other events.
  
- E. Sycamore Services Team
  - 1. Promote and uphold the agency's mission statement.
  - 2. Promote sense of team through mutual respect and assisting co-workers as needed.
  - 3. Other duties as assigned.

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Approved

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Date