

JOB DESCRIPTION

POSITION:	Front Desk Administrative Assistant
DEPARTMENT:	Administrative
REPORTS TO:	HR Director
Wage & Hour Status:	Non-Exempt / Full-time
Pay Grade:	100 / Administrative Support
Hiring Range:	\$15.00 – \$16.50 / Hour

PURPOSE: Provides administrative support and general office functions based on the needs of the Coalition. This position is the initial point of contact to all Coalition services for our clients and the public.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Greet and provide information, assistance and services to the public, clients, employees, and others in person, by telephone or by other forms of communication to include tracking of visitors as well as documentation of information, as needed.
- Responsible for opening the lobby.
- Ensure clients sign in on sign in clipboard timely and assist them as needed. After signing in, send a message thru Teams to Family Services to let them know a client has arrived for their appointment or a walk in.
- Assist clients with the School Readiness (SR) and Voluntary Prekindergarten (VPK) application, and with ASQ (Ages & Stages Questionnaire) completion, as required.
- Direct clients to scan original documents for CSC: Eligibility team members on parent's portal, as needed.
- Maintain community resource materials and forms current and available for clients.
- Provide telephone consultations with parents and educate them on the documentation needed for SR and VPK eligibility, as well as general information regarding other programs available to meet their needs.
- Process incoming and outgoing mail, including assisting with bulk mail projects. Submit a check request to accounting when the meter balance reaches \$500.00. The Chief Finance Officer will notify when to load the meter upon available funding.
- Schedule appointments for various clients, vendors, providers, and visitors as appropriate.
- Maintain photocopiers, postage meter, and other office equipment and monitor supplies to ensure adequate quantity is available. In addition to keeping the most recent two months of fax reports accessible to all staff. Act as secondary contact for staff for troubleshooting problems with equipment.
- Maintain mailing lists, Travel Mileage, and all databases current, as needed and directed by the HR Director.
- Scan provider and/or client documentation (i.e., paystubs, immunization record, school schedule, Verification of Employment forms, etc.) add case notes accordingly in the Statewide Information system (Family Portal and CCR&R Family intake) and file the documentation on the server appropriately.
- Ensure that parent forms are always available in the lobby, as well as ensuring all computers are charged and working properly. Notify the IT Department of all technical issues.

- To be the link to parents with School Readiness / Voluntary Pre-kindergarten (VPK) programs through the Resource and Referral process.
- Provide the Chief Executive Officer weekly reports of appointments kept, walk ins and no shows, as well as lobby sign in sheets.
- Contact for delivery of incoming facsimiles; name and forward faxes to staff as they come in daily.
- Notarize documents/attestations as needed.
- Responsible for office supplies orders and other items needed to conduct Coalition business. Prepare purchase orders and include price comparisons in compliance with policies and procedures.
- Ensure copier area is kept organized, in addition to keeping the most recent two months of fax reports accessible to all staff.
- Monthly; take a maximum of ten empty ink cartridges from the office to Staples to be recycled.
- Assist CSC: CCR&R with referral processing and appointment scheduling when needed.
- Assist early childhood programs with diaper collection and distribution as well as assisting parents with booster seat qualification questionnaire and its distribution.
- Conduct mass phone call to providers when we receive a PEARLS call from law enforcement agency. When clear, send another mass call to let them know PEARLS call has been cleared.
- Monitor first aid kits for any items that need to be replaced or replenished.
- Obtain and maintain Child Care Resources & Referral (CCR&R) certification.
- Assist parents with unbiased CCR&R services for best quality child care placement. Generate referral listing and provide other resources to help parents when choosing quality child care.
- Conduct mass phone call reminder for upcoming appointments, trainings, etc., as needed.
- Develop and track client satisfaction through surveys, polls, and interviewing techniques, utilizing the results to develop quality improvement initiatives for Coalition stakeholders.
- Before the start of the new month, print out postage report and obtain available balance to email to finance. Maintain Finance Monthly Reports in binder.
- Monthly, track the number of Community Resources and books distributed for the prior month and report to the HR Director and Community Relations Director.
- Serve as a back up to review, process, approve and/or reject VPK applications as needed by the VPK Coordinator. Also, make proper notes on Statewide Information System (Family Portal and CCR&R Family intake) of such applications for existing parents or create new accounts.
- Help all departments with any other projects, as requested and able.
- Ensure that all information of confidential nature is held in a secure and confidential manner.

- Contribute to a harmonious working environment and support staff in the promotion of the Coalition strategies and goals.
- Interpreting and effectively communicating Coalition policies verbally and in writing.
- Attends scheduled conference calls, webinars, and trainings, as necessary.
- Attend and assist with community events annually outside regularly scheduled operating hours of the Coalition, including evenings and weekends.
- Other duties as assigned by management staff.

MINIMUM QUALIFICATIONS:

Education and Experience:

- High school diploma.
- One-year administrative experience.
- Excellent computer and office equipment skills are required.

Knowledge, Skills, and Abilities:

- Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel).
- Proficient with web-based applications.
- High degree of integrity and honesty.
- Excellent interpersonal skills as well as the ability to interact with all levels of management.
- Works and communicates with people from multi-cultural backgrounds and socio-economic levels.
- Creative and energetic self-starter who is organized and able to prioritize and meet deadlines.
- Works independently with minimal supervision in a fast-paced environment.
- Able to work independently with minimal supervision.

PREFERRED QUALIFICATIONS:

Education and Experience:

- Associate degree or some college.
- One-year administrative experience.
- Familiarity with the private childcare community in Marion County is a plus.
- Ability to speak, interpret and translate Spanish is a positive asset for the position.

Requirements:

- Ability to stand; walk; sit for extensive periods of time; use hands and fingers to operate a computer and telephone keyboard and calculator; reach with hands and arms; and stoop, kneel or crouch. In addition, the employee will occasionally lift and/or move up to 50 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Must submit to and pass a level1 background screening and E-Verify requirements.
- Requires a valid Government issued photo identification.
- Must submit and pass a drug screening.
- Telecommute eligible, if applicable for portions of the position.
- Ability to work flexible hours/schedule, as needed.



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Work Environment:

Works primarily in an office environment.

Approximate travel: 3 %

THIS JOB DESCRIPTION includes, but is not limited to, the above information. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship. I have read the job description and have been given an opportunity to ask questions and offer suggestions. I understand that I am responsible for the duties listed and that my performance of said duties will be included in my performance evaluation.

By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the Coalition.

Name

Date