



Job Title:	Administrative Assistant	Date Approved by Board:	4/27/2020
Department:	Operations or Child Welfare	Supervisory Responsibilities:	No
Position Status:	Full Time and Part Time	FLSA Status:	Non-Exempt
Supervisor:	Operations Manager or Child Welfare Director		

Position Summary: Serve all clients as the first point of contact, follow established office procedures and protocols, and other such duties as may be necessary for the effective and efficient operation of the office and promote the mission of FamilyCore. Perform duties as required under the general direction of the Supervisor.

Responsibilities:

- Provide and ensure a welcoming customer experience that promotes a quality interaction and the mission of FamilyCore.
- Perform all data entry and client record management functions to ensure compliance with Council on Accreditation and contractual requirements.
- Perform a variety of support functions such as, but not limited to, filing, copying, mailing, data entry, and facilitating paperwork and billing.
- Ensure safety protocols and policies are practiced at all times.
- Triage and maintain client confidentiality in all communications in accordance with Council on accreditation and regulatory bodies.
- Responsible to ensure all office equipment is in proper working order.
- Assist with all client requests for information.
- Follow all protocols and procedures for processing money in accordance with accounting policies.
- Manage and track inventory of supplies and ensure adequate supplies are available when needed.
- Ability to organize and maintain data and confidential information.
- Adhere to standards adopted through Council on Accreditation.
- Develop and maintain working relationships with all internal and external clients.
- Orient and train all staff on the proper use of office equipment and protocols for FamilyCore resources.
- Special projects as assigned.
- Ensure safety protocols and policies are practiced at all times.
- Assume responsibility for professional development and cultural competency.
- *Perform other duties as assigned.

Requirements:

Education and Experience:

- High school diploma or equivalent required.
- 1-3 years' experience required.

Competency:

- Basic proficiency in MS Word, Outlook and Excel required. PowerPoint is preferred.
- Excellent written and verbal communication skills.

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Requirements Continued:

Competency:

- Strong interpersonal, problem solving, and teamwork skills.
- Ability to organize and maintain data and confidential information.
- Ability to establish and maintain a client focus.
- Ability to set and maintain professional boundaries with clients.
- Must pass required background check.
- Must possess valid Illinois Driver's in good standing, and proof of valid vehicle insurance.
- Utilize time tracking software and all other software required to fulfill duties.
- Safe, reliable personal vehicle, to be used for FamilyCore business.
- Ability to be sensitive and understanding of cultural and lifestyle differences of all people regardless of race, religion, sexual orientation, age, or background.
- Successfully complete FamilyCore training as required.

Physical:

- Frequent sitting, grasping, fingering, and lifting, pulling and pushing up to 10 lbs.
- Regular standing, reaching. Occasional walking, stooping, reaching overhead, and other physical activities related to an office environment.
- Operate general office equipment, including multi-line phone, fax machine, printer, copier, scanner, laminator, and personal computer, with or without dual screens.

Work Environment:

- Work occurs in an office environment. Occasionally exposed to loud noise and outdoor weather conditions.
- May be subject to distraction and interruptions. May be subject to difficult client interactions that involve behavioral and/or emotional challenges.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name Printed: _____ Date: _____

Employee Signature: _____

FamilyCore is an Equal Employment Opportunity Employer

**Clarification for 'Other duties as assigned': This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice*

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