

601 Senior Drive, New Lexington, Ohio 43764  
**Phone:** 740-342-3542  
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**TITLE: SERVICE AND SUPPORT ADMINISTRATIVE ASSISTANT**

<b>DEPARTMENT:</b> Service and Support Administration	<b>POSITIONS SUPERVISED:</b> None
<b>LOCATION:</b> 601 Senior Drive New Lexington	<b>SALARY RANGE:</b> TBD
<b>SUPERVISOR:</b> SSA Supervisor	<b>FLSA STATUS:</b> Non- Exempt, Overtime Eligible
<b>NORMAL WORKING HOURS:</b> 8:00 AM-4:00 PM, Monday through Friday. May be required to flex schedule, but not routinely work more than 40 hours per week.	<b>CLASSIFICATION:</b> Classified Civil Service
<b>PROBATIONARY PERIOD:</b> 300 Days	<b>SAFETY SENSITIVE:</b> No

**SUMMARY OF POSITION:**

The Service and Support Administrative Assistant (SSA-A) is an operational position within the Perry County Board of Developmental Disabilities (PCBDD), meaning its primary role is to carry out daily responsibilities to create the highest level of efficiency possible to meet the expectations of the customers.

Under the general guidance and supervision of the SSA Supervisor, the SSA-A is primarily responsible for coordinating, facilitating, communicating, and supporting the work and needs of the SSAs and the entire Service and Support Administrative Department. The SSA-A is a qualified professional who exemplifies competence, efficiency, and reliability.

**QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Successful candidates must meet these requirements; reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

- High School Diploma or GED, associate degree in related field preferred
- Minimum of 3 years’ experience as an office assistant
- Minimum of 1 year experience working in the field of developmental disabilities
- Excellent verbal and written communication for effective interaction with internal and external customers
- Strong computer and technology experience, including the use of Microsoft Office 365, web-based applications, and various technology systems; prior experience troubleshooting technology related issues in a must
- Valid driver’s license with acceptable driving abstract to meet criteria for insurability, driving is an essential function of the position
- Maintain confidentiality, handle sensitive data, and comply with all applicable laws and Board policy regarding confidential information

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## KNOWLEDGE, SKILLS, ABILITIES:

### Knowledge of:

- Principles, rules, and methods of service and support administration set forth by the Ohio Revised Code, Ohio Administrative Code, and PCBDD policy and procedures.
- Local community resources and human services organizations, especially those willing and able to serve people with developmental disabilities, people living in poverty, or who provide support to children and families.
- Person-centered philosophy and principles

### Skills in:

- Efficient and effective data entry using various systems and applications.
- Human relations and establishing positive rapport with PCBDD staff, visitors, and other external customers.
- Advanced technical writing, grammar, and proofreading
- Organizing, coordinating, and facilitating meetings, trainings, and conferences

### Abilities to:

- Effectively navigate and troubleshoot web-based applications and technology systems, train and serve as a resource for these respective applications and systems.
- Define and solve practical problems and deal with a variety of variables in situations where limited options may exist; collect data, establish facts, and draw valid conclusions.
- Manage competing priorities, meet tight deadlines and timelines established by DODD, and perform multiple tasks simultaneously.
- Maintain flexibility in work schedule.
- Demonstrate sensitivity, respect, and dignity for diverse populations.
- Demonstrate a high level of professionalism, including a positive business image with great degree of discretion, sensitivity, confidentiality, attention to details, and reliability.
- Generate and maintain effective records and documentation, as necessary.
- Effectively interpret a variety of instruction furnished in written oral, or other form.

## EXPECTATIONS & WORKING CONDITIONS:

*Notice* – Working conditions may exist that are not as such as normally existing in the occupation of the public employee. These conditions may include exposure to blood borne pathogens, communicable disease, potentially infectious material, and/or aggressive behavior.

*Work Environment* – 90% in office, 10% travel and periodic remote work commitments. May be required to travel out of county. Responsibilities and expectations are performed in a fast-paced, high functioning, and emotionally demanding work environment. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

*Time Management / Work Pace* – Evaluate and prioritize tasks to maximize efficiency. Impose self-discipline to prevent wasted time in non-productive activities. Work Pace is directed and designated by worksite, caseload, or department needs requiring the ability to be self-motivated to plan and

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organize time and adhere to mandated timelines. May need to exercise flexibility to accommodate varying schedules within the SSA Department. Regular, predictable, and punctual attendance is an essential function of the position.

*Physical Demands* – Position requires sitting for long periods of time, alternating between standing and walking. Significant time is spent in front of a computer screen. May carry laptop, presentation materials, and other necessary supplies not to exceed 50 lbs.; physical labor may be required. May perform public presentations (standing for potentially long periods of time). Vocal communication is required. Visual acuity is required for preparing and analyzing written work or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

*Communication* – Promote a welcoming and eager-to-serve atmosphere. Maintain open and respectful communication exercising professionalism as a representative of PCBDD in all external and internal communications, both written, oral, and in-person. Employ conscientious listening skills to truly understand the needs and wants of people, families, staff, providers, and the community.

*Teamwork* – Work collectively with all members of the team as a cohesive unit. Take initiative to lead while supporting and utilizing the individual strengths of each member. Provide and accept constructive criticism in a respectful manner. Work to promote the PCBDD philosophy and mission always.

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

### **50% SSA Supports**

Distribute all person-centered plans to the team members that are identified by the SSA. Update and maintain the SSA tools that SSAs utilize day to day.

Track and document timelines on progress of outcomes. Send monthly reminders for planning to alert SSAs of upcoming annuals that are due. Support SSAs for documentation requests.

Regularly and routinely input data into Brittco and DODD systems.

Receive and process incoming mail and/or faxes.

### **45% SSA Department Supports**

Assign SSAs in Brittco and DODD and maintain SSA caseload list, upon request.

Complete data comparison quarterly to ensure information is correct such as demographics and supports are identified DODD and Brittco.

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Gather and update information in the Outcome Tracking System as assigned. Monitor and review Medicaid eligibility and update changes in Brittco.

Update SSA forms as requested and other documentation to support the SSAs or the department.

Schedule SSA department meetings and trainings, as requested. Facilitate and communicate with visitors, guest speakers, or others attending SSA department meetings or trainings. Complete meeting/training minutes and distribute.

Perform clerical duties such as scanning documents into electronic files and mailing for the SSA department.

Complete quality assurance reviews and report findings to SSA Specialist/Supervisor.

Provide support with annual waiting list mailings and communication, as requested.

**5% Miscellaneous**

Perform other responsibilities and duties as requested or assigned to meet the needs of the SSA department. Support special projects, provider compliance reviews, National Core Indicators surveys, person centered reviews, and accreditation, as requested.

Attend training, as necessary and requested by supervisor or director.

**DECLARATION:**

As an employee of the Perry County Board of Developmental Disabilities, the job incumbent shall acknowledge, understand, and always comply with all PCBDD policies, and shall demonstrate respect for, support dignity of, and observe the rights of all people served by the agency.

I have read these position description qualifications/requirements for this position and to the best of my knowledge, I believe I can perform these duties.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date