

601 Senior Drive, New Lexington, Ohio 43764
Phone: 740-342-3542
Fax: 740-342-1081

TITLE: ADMINISTRATIVE ASSISTANT

DEPARTMENT: Administrative Supports	POSITIONS SUPERVISED: None
LOCATION: 601 Senior Drive, New Lexington, OH	SALARY RANGE: Range 7 begins at \$16.17 per hour
SUPERVISOR: Administrative Supports Director	FLSA STATUS: Non-exempt, Overtime Eligible
NORMAL WORKING HOURS: 8:00am – 4:00pm, Monday through Friday. May be required to flex schedule, but not routinely work more than 40 hours per week.	CLASSIFICATION: Classified Civil Service, Class Series 1
PROBATIONARY PERIOD: 300 days	SAFETY SENSITIVE: No

SUMMARY OF POSITION:

The Administrative Assistant (AA) 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 and needs of customers.

Under the direct supervision and guidance of the Administrative Supports Director, the AA is primarily responsible for meeting the ongoing and fluid needs of the Administrative Supports Department. The AA additionally provides various administration functions to other departments. The AA also serves as an internal and external resource for technical support, assistance with systems, databases, and various applications. Assistance required includes but is not limited to communicating, coordinating, facilitating, overseeing, developing, collaborating, and troubleshooting to maximize and support efficiency and effectiveness. The AA 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 working as an office assistant or comparable role
- 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 use of Microsoft Office 365, web-based applications, and various technology systems; prior experience troubleshooting technology related issues preferred.
- Technical writing, grammar, and proofreading competency.
- Demonstrate a high level of professionalism, including a positive business image with great degree of discretion, attention to detail, sensitivity, and reliability

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- 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

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

- Basic agency, state, and federal statutes, rules, policies, regulations, and/or 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
- Facebook Meta Business and managing social platforms and pages
- 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.
- Organizing, coordinating, and facilitating meetings, trainings, and conferences
- Applying attention to detail for marketing, communications, teams, processes, etc.

Abilities to:

- Effectively navigate and troubleshoot web-based applications and various 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. Work independently to manage various competing priorities and meet tight deadlines.
- Demonstrate sensitivity, respect, and dignity for diverse populations.
- Exercise patience and open-mindedness when working with people from various backgrounds.
- Effectively and productively complete work in an environment with many distractions
- Maintain proper organizational systems for an effective approach to work.
- Maintain flexibility in work schedule
- Generate and maintain effective records and documentation, as necessary
- Effectively interpret a variety of instructions furnished in written, oral, or other forms
- Comply with the Bill of Rights for people with disabilities.
- Adhere to Ohio's Mandated Reporting requirements in accordance with Ohio Revised Code

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

Physical Demands – May require sitting for periods of time, alternating between standing and walking. Significant time may be 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.

Problem Solving / Decision Making – Work with a proactive approach staying aware of all issues and taking appropriate actions to minimize and prevent issues from developing into problems. Utilize a combination of the PCBDD mission, vision, values, strategic plan, and applicable rules, regulations, and policies as a foundation for decision making.

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 strategy and mission always.

ESSENTIAL DUTIES & RESPONSIBILITIES:

50 % Administrative Supports and Customer Service

Complete front office duties, including organizing, preparing, and processing correspondence, proofreading, and electronically filing a variety of complex and confidential materials. Handle routine matters independently. Receive and process phone calls and visitors accordingly. Serve as lead front office support and resource. Serve as a back-up to the Office Assistant(s) as necessary. Provide support to the Office Assistant(s) as needed or requested.

Perform general administrative support duties for the entire agency. Connect and/or collaborate with other PCBDD departments and community agencies, as needed, or requested. Facilitate interoffice communication. When needed or requested, lead organizational efforts and effectively fulfill a variety of administrative functions including but not limited to surveys, forms, referrals, meeting minutes, training, and other miscellaneous processes.

Serve as a support and resource to staff, providers, visitors, etc. Answer questions, troubleshoot issues and concerns, and provide quality assurance. Initiate intake process as referral calls and/or visitor inquiry is received. Complete necessary forms and communicate requests to appropriate parties.

In collaboration with the Community Education Specialist, use a team approach to assist with events, conduct outreach, write articles, manage social platforms such as website, Facebook and Constant Contact. Manage the front lobby television content.

Serve as point of contact for general records and archived and deceased records in support of and in alignment with records retention policy, procedure, and process. Audit PCBDD files routinely to provide and ensure proper notification and file management.

35% Program and Systems Supports

Serve as primary point of contact and resource for Brittco and other systems. Regularly troubleshoot and resolve issues. Assign and manage users and security access. Build and generate forms, reports, and update functionality to maximize use and efficiency. Provide external Brittco supports to providers and others who may access the system.

Serve as technical support and resource for DODD systems. Provide support and assistance regarding data entry for people being removed from the waiting list. Develop and deploy waiting list annual notification.

Lead various billing, tracking, and reporting processes including but not limited to ALA, Early Intervention grant, Cerebral Palsy Grant, Family Selected Supports, Local Education Agencies, Appalachian funds, etc. and provide support as requested or necessary. Coordinate, collaborate, and regularly communicate with other stakeholders/business partners to manage and oversee funding, records, and to support the business process. Retain records of invoices, track spending, and reconcile balances to ensure accuracy for maximized revenue and reimbursements. Complete spreadsheet monthly and reconcile discrepancies.

Coordinate and facilitate orientation and onboarding activities for new staff. Train other staff in their respective processes, as necessary.

15% Miscellaneous

Perform other duties as requested or assigned including special projects and/or activities. Represent the ASD by serving on various committees and/or teams to maximize customer experience and support whole agency planning and supports.

Facilitate and participate in the Academy for Leadership Abilities® (ALA) through facilitation, training, etc.

Perform other duties as directed or assigned by director. Complete training as requested or required.

DECLARATION:

As an employee of the Perry County Board of Developmental Disabilities, the job incumbent shall acknowledge, understand, and comply with all PCBDD policies at all times, 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