



Job Description: Administrative Assistant

Department: All

Reports To: Coordinator of Human Resources

Prepared By: Administration

Prepared Date: 8/31/22

Approved By: Executive Director

Approved Date:

SUMMARY

The Administrative Assistant is a team member of Outside the Box and is the “first point of contact” for our organization. This position supports all administrative team members and staff on a day-to-day basis. The Administrative Assistant is responsible for the overall flow of the office premises.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Coordinates flow of office traffic: greet visitors and staff, assure people with appointments are directed to the right place, hand out and accept applications
- Assists in answering questions, distributing forms & paperwork
- Answers incoming calls, take messages and checks voicemail throughout the day
- Organizes electives
- Checks and distributes mail daily
- Package and distribute monthly bus passes
- Collect apartment rent check's
- First point of contact for all OTB Apartment issues including but not limited to scheduling maintenance and repairs, notice to enter, monthly newsletters, correspondence.
- Keep front lobby, conference rooms and front bathrooms, neat, clean and well stocked
- Put away and organize all ordered supplies

- Keep the workroom clean and organized
- Maintain all office machines and order supplies when they are low
- Manages the scheduling for conference rooms, community room, and kitchen
- Scans and labels all documents in the scanning tray
- Relabels scanned documents and drops in the appropriate spot in participant files or on the m:drive
- Moves items from paperwork drop-box to appropriate place in participant files
- Maintains order of each participant file by creating subfolders and moving items to the correct location
- Assists with arrivals and dismissal when appropriate
- Checks big kitchen after group use to ensure cleanliness
- Complies with policies addressing program participant rights and responsibilities and program participant confidentiality.
- Complies with all policies and procedures involving employee and employer confidentiality.
- Provides administrative support to other team members as needed
- Works cooperatively with all members of the Outside the Box, Inc. team
- Establishes a positive and considerate relationship with people we support and employ.
- Assists with direct support of participants when day program coverage necessitates. This includes assistance with physical needs of participants. May include aiding participants in restroom, pushing, pulling, or lifting adaptive equipment, and/or transferring participants to and from vehicles before and after community outings; **lifting, pushing, pulling, or bending may be required**

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Physical Ability- Must have capacity and stamina to provide physical assistance to program participants *when day program coverage necessitates*; ability to lift adaptive equipment and place in or out of a vehicle, pushing adaptive equipment, transferring individuals to and from wheelchairs, possible lifting of participants, assisting individuals with transferring to and from other mobility equipment (such as a Hoyer lift); performing physical behavior interventions.

NOTE: this list is not all inclusive as the individual needs of each participant vary.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Diversity - Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Application of the Nurtured Heart Approach - Demonstrates an effort to utilize NHA; Takes advantage of opportunities to utilize NHA; Adheres to Stand-1 (refuses to energize negativity); Adheres to Stand-2 (super energizes success); Adheres to Stand-3 (Establishes/implements clear limits and consequences); Utilizes Active Recognitions; Utilizes Experiential Recognitions; Utilizes Proactive Recognitions; Utilizes Creative Recognitions

EDUCATION AND/OR EXPERIENCE

High School Diploma

CERTIFICATES, LICENSES, AND REGISTRATIONS

Ability to pass a criminal background check. Verification of good driving record, driver's license, proof of insurance, and reliable transportation