

## Posting

### Administrative Assistant

The Community Shelter Board (CSB) seeks a non-exempt, full-time Administrative Assistant.

Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. We are seeking a professional, self-motivated team member who will be responsible for providing primary reception services to all callers and visitors. This person is responsible for providing administrative and clerical support to all departments in the overall administration and operation of agency activities, performing operational services, and direct client assistance processing.

You'll have the opportunity to work in a fast-paced environment in this full-time position. Minimum qualifications are

- 3 years' experience in an office setting and/or related work experience

Experience working in a not-for-profit setting, experience working or interacting with persons experiencing homelessness or disadvantaged populations, and experience in conflict resolution are strongly preferred.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free parking. Learn more about CSB at [www.csb.org](http://www.csb.org). Interested applicants should submit a cover letter and resume to [hiring@csb.org](mailto:hiring@csb.org) by June 19, 2020. Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

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Title of Position: Administrative Assistant

Pay Range: \$35,000 - \$45,000

Status: Non-exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Associate Director

Unit: Operations

#### BASIC FUNCTION

This position is responsible for providing primary reception services to all callers and visitors. Responsible for providing administrative and clerical support to all departments in the overall administration and operation of agency activities, performing operational services, and direct client assistance processing.

#### EFFECT ON END RESULTS:

This position is primarily concerned with the achievement of the goals for the organization by ensuring there is sound accurate and timely financial data and processing of direct client assistance payments, and that staff is supported in planning and implementation of operations of the organization.

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### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1) Processes all Direct Client Assistance payables and enters in accounting system in accordance with a pre-set schedule
  - i) Review is completed each Wednesday after approval of applications by DCA Program Manager.
  - ii) Checks are prepared and released by each Friday.
  - iii) The schedule above may be different based on ongoing DCA process changes.
- 2) Assists in facilitation of communication among partner agencies through system meetings, program meetings, etc. by preparing the meeting rooms.
- 3) Provides primary telephone and guest reception, and manages all front office operations.
  - a) The office is open and staffed each business day from 8:30 a.m. until 5:00 p.m.
  - b) Staff coverage of lunch breaks or meetings is coordinated weekly.
  - c) A telephone extension list is kept up-to-date and posted at each telephone in the building at all times.
  - d) Assists with customer service to homeless individuals and families and identifies appropriate assistance.
  - e) Caller Concern Forms are accessible at all times at the front desk. Completed Caller Concern Forms are given to the Programs Manager for follow-up when needed.
  - f) Opens and distributes mail daily and processes checks.
  - g) Service calls to the appropriate vendors are made about office equipment upon request or as soon as a problem is discovered.
  - h) An inventory of commonly used supplies (office supplies and consumable supplies) is conducted by the 15<sup>th</sup> of each month and a new order is placed monthly or more frequently, as requested.
  - i) Maintains petty cash
  - j) Coordinates building maintenance.
- 4) Assists with Data and Evaluation operations.
  - a) Runs the Daily Bedlist report in CSP, and provides a daily report to Providers on the shelter bedlist occupancy.
  - b) Participates in bi-weekly D&E meetings and CSP Administrator meetings and compiles meeting minutes.
  - c) Prepares the SPIR template for D&E department on a quarterly basis, as needed.
  - d) Assists Database Administrator with quarterly Quality Assurance of DCA applications.
  - e) Assists with the preparation of the Program Evaluation template, as needed.
- 5) Assists with Finance department operations.
  - a) Prepares travel expense reports within 2 weeks of return from travel. Prepares monthly mileage and expense reports within 1 week after the end of the month.
  - b) Records all invoices as received, distributes invoices for approval by the appropriate staff member within 24 hours of receipt, and forwards to the Staff Accountant for processing and recording in the accounting system, daily.
  - c) Responsible for monthly reconciliation of all Chase receipts for Finance Department.
- 6) Coordinates quarterly safety drills to insure staff members understand and execute safety procedures.

### OTHER FUNCTIONS

1. Assists with the DCA program processes, as needed.
2. Coordinates agency-wide activities for the improvement of the office environment (birthdays, other celebrations and staff activities) in conjunction with the party planning committee.

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3. Provides administrative and clerical support for all agency staff, including executive support, mailings, word processing, correspondence, and special projects.
4. Other duties and projects, as requested.
5. Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

### KEY LEADERSHIP COMPETENCIES

1. Widely trusted and seen as a direct, truthful person.
2. Spends time and the time of others on what's important, creates focus and zeros in on critical areas.
3. Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
4. Makes quick and timely decisions sometimes under tight deadlines and pressure
5. Understands how to create efficient work flow; can simplify complex processes to get things done.
6. Can handle stress and changing situations with composure.
7. Is easy to approach and talk to and is warm, pleasant and gracious.
8. Responds well to bosses and is comfortably coachable.
9. Acts with customers in mind.

### SKILLS, KNOWLEDGE, AND ABILITIES

1. Excellent organizational skills and ability to maintain files
2. Excellent communication skills, both oral and written.
3. Demonstrated ability to accurately attend to detail.
4. Superior numeric skills.
5. Proficiency in MS Office (Word/Excel/Access/Outlook) necessary. Experience at using computer network, e-mail, and Internet necessary.

### PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities. Comfortable in fast-paced environment.
2. Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.
3. Quick learner
4. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
5. Ability to multi-task and maintain/oversee multiple projects simultaneously.

### MINIMUM QUALIFICATIONS:

1. Congruence with agency mission and values.
2. 3 years' experience in office setting and/or related work experience.
3. Experience working in a not-for-profit setting strongly preferred.
4. Experience working and/or interacting with persons experiencing homelessness or disadvantaged populations strongly preferred.
5. Experience in conflict resolution preferred.
6. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.

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