

Child Care Solutions Position Description

Team: Administrative	Title: Administrative Assistant	Status: Non-Exempt	Updated: January 2026
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Reporting Relationships:

Reports to: Deputy Director

Summary Description:

The Administrative Assistant is responsible for carrying out agency customer service and general office support functions, and for providing administrative support for agency management and direct service teams. This position serves as a primary point of contact for families, child care providers, community partners, and the public, supporting the agency's mission to build strong communities by ensuring equitable access to high-quality, affordable early child care and learning.

Essential Functions:

1. Serves as the first point of contact for walk-in visitors, phone calls, and email inquiries.
2. Provides courteous, culturally responsive customer service to families, child care providers, and partners. Route inquiries to appropriate staff and provide basic program information. Provides customers with information and assistance and/or directs customers to appropriate staff who can meet their needs.
3. Schedules and coordinates meetings for staff, leadership, and committees, including reserving rooms, setting up virtual meeting links, preparing agendas, and sending calendar invitations and reminders.
4. Prepares meeting materials and takes meeting minutes as assigned; distributes notes, action items, and follow-up documentation in a timely manner.
5. Assist providers, in-person or by telephone, to register for training classes and enter registered students' names into the training class database,
6. Processes administrative and financial transactions, including completing purchase orders, accepting and recording cash, check, and credit card payments made in person or over the phone, in accordance with agency procedures. As well as maintaining daily financial records in appropriate spreadsheets.
7. Provides clerical and administrative support, including preparing outgoing and bulk mailings; maintaining internal office forms; typing correspondence; copying and collating materials; preparing sign-in sheets; ordering business cards and ID badges; making telephone reminders; and assisting with meeting preparation.
8. Provide general administrative support, including filing, data entry, copying, mailing, scanning, room set up, and record maintenance.
9. Assist with maintaining Agency database (input new contacts, update contact information as needed, organization, printing mailing labels).
10. Assist program staff with intake forms, referrals, and follow-up communications as needed.
11. Assist the Executive Director in coordinating board, committee, and leadership team meetings.

12. Support board operations, including meeting packets, notices, and minutes.
13. Maintain board rosters, terms, and committee information
14. Assist with policy updates, procedure manuals, and internal documentation.
15. Assist HR-related administrative tasks as delegated (e.g., interviewing scheduling, onboarding paperwork).
16. As requested by Marketing & Fund Development Manager complete registration forms for Agency outreach events and assist with coordinating staff coverage for events.
17. With Systems Administrator, maintains office equipment and assists staff in operating the equipment. Orders equipment supplies, such as toner and staples.
18. Keeps an inventory of office and kitchen supplies and purchases or orders office and kitchen supplies when needed.
19. Assist with membership recruitment.
20. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

Qualifications:

Education: Associate's degree in business or related field preferred or equivalent education and experience. High School Diploma or equivalent with a minimum of three (3) years of administrative experience.

Experience: Requires 1 year office, customer service, data entry and computer experience

Competencies: Requires knowledge of MS Office, data entry, Excel, and proficiency in their use, ability to prioritize, attention to detail, knowledge of office procedures, strong customer service skills, effective oral and written communication, and ability to work with people from a wide range of economic, ethnic and cultural backgrounds,

Level of responsibility: Works under direct supervision, follows instructions and exercises some independent judgement

Working Conditions:

Schedule: Days; occasional evening hours; may on occasion be assigned overtime

Work Environment: Primarily assigned to agency's Syracuse office; may on occasion be assigned to cover Auburn office

Travel: Some local travel

Customer Responsibilities and Contacts: Extensive external customer contact and internal customer contact with agency staff.

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information to consumers, vendors and other staff members
- Ability to sit at a desk for 6 - 7 hours per day

- Moderate physical exertion: Occasional lifting of up to 45 pounds of equipment or material

Salary Grade: 1

Employee Signature: _____ **Date:** _____

Executive Director Signature: _____ **Date:** _____