

## Child Care Solutions Position Description

<b>Team: Administrative</b>	<b>Title: Administrative Support Assistant</b>	<b>Status: Non-Exempt</b>	<b>Updated: November 2023</b>
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### **Reporting Relationships:**

Reports to: Director of Operations

### **Summary Description:**

The Administrative Support Assistant is responsible for carrying out agency customer service and general office support functions and providing administrative support for the Legally Exempt, Professional Development, Provider Services, Parent Services, and Regulatory Services Teams.

### **Essential Functions:**

1. Serves as lead staff person to greet and assist callers and visitors to our office.
2. As part of the Administrative team, provides high quality customer service to parents, child care providers, Board members, and community members who call, email or visit the agency. Provides customers with information and assistance and/or directs customers to appropriate staff who can meet their needs.
3. Assist the Systems Administrator in helping providers, in-person or by telephone, to register for training classes and enter registered students' names into the training class database.
4. Makes copies of internal office forms available for staff use.
5. Assist with person of the day duties- take general calls and questions, walk-ins, etc.
6. Assists teams with claims, copying, mailings, room set-up, telephone calls and preparation of materials including sign-in sheets and training certificates.
7. Prepares requested Check requests and Purchase for programs.
8. Provides office support services including typing, correspondence, copying, collating, scanning, and uploading documents, telephone reminders and meeting preparation.
9. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

### **Qualifications:**

**Education:** Associate degree in Business or related field or equivalent education and experience. Or High School diploma with a minimum of 2 years experience working in an office setting.

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

**Competencies:** Requires knowledge of MS Office, data entry and accounting software 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: 9:00am-5:00 pm; occasional evening hours

**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 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**