

Missouri Valley Community Action Agency

Job Title: Agency Support Assistant Department: Administration
Reports To: Human Resources Director Supervises: N/A
Classification: Non-Exempt Salary Range: Category 2

Summary:

This position provides administrative support to all agency program areas and performs those duties that are essential to the overall operation of the Agency.

This position promotes and provides opportunities to staff to embody the agency mission which is “To Engage Communities and Coordinate Resources to Improve the Lives of People Experiencing Poverty”. Program operation is designed around the mission, vision and values of the agency to meet both program and agency strategies and goals.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assures coverage of the telephone and reception area
- Retrieves messages from the general mailbox and forwards to appropriate staff
- Greets customers to determine the nature of business
- Provides data entry for all program areas
- Performs a variety of administrative duties as needed across all program areas
- Copies/scans documents as requested
- Performs other clerical duties as requested
- Completes fingerprints for the agency and public
- Maintains strict confidentiality
- Maintain records in accordance with Agency, local, State and Federal regulations
- Must participate in required training
- Maintain general knowledge of all Agency programs
- Orders office supplies
- Performs light kitchen duties at the end of every day and as needed
- Assures that the Central Office is locked at the end of the day
- Ability to prioritize multiple tasks at a time

Competencies:

- Must demonstrate strong customer service and computer skills.
- Must communicate well and be reasonable.
- Must have organizational skills and manage time efficiently.
- Must demonstrate reliability by maintaining good attendance.
- Must have the ability to follow oral and written instructions.
- Must have flexibility.

Supervisory Responsibility:

- N/A

Work Environment:

- Central Office
- Professional office environment
- Requires the use of standard office equipment including computers, phones, photocopiers, fax machines, and laminating machines.

Physical Demands:

- Mainly a sedentary position
- Ability to operate a computer and keyboard, printer/copier, and other office equipment.
- Ability to do lifting and carrying of not more than 30 lbs.

Position Type and Expected Hours of Work:

- Non-Exempt, Full-time (40 hours a week, 5 days a week; Monday through Friday, during normal business hours)

Travel:

- No travel is required of this position.

Required Education and Experience:

- High School Diploma or GED
- Experience working with computer programs such as Outlook, Word, and Excel

Preferred Education and Experience:

- N/A

Additional Eligibility Qualifications:

- Negative results of initial and random drug testing
- Family Care Safety Registry and fingerprint criminal background screening with acceptable results
- Valid driver's license and access to an insured vehicle

Expectations:

- Perform duties with a focus on safety and wellness
- Adhere to agency policies and code of ethics

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Work Authorization:

- Verification of identity and authorization for employment in the United States (I9 and E-Verify)

EEO Statement:

MVCAA provides equal employment opportunity to all individuals regardless of their race, color, religion, sex, age, national origin, disability unrelated to ability to do a job, gender identity, sexual orientation, military services, veteran status, pregnancy, childbirth, genetic information or any other characteristic protected by law.

Signatures:

Program Director _____

Human Resources Director _____

Employee: _____

Date: _____