

Position Opening

Position: Administrative Assistant, Head Start
Closing Date: 12 p.m., May 27, 2008
Location: Apple Valley Administrative Office; 14819 Energy Way; Apple Valley, MN 55124
Schedule: 40 Hours per Week, 2080 Hours Annually

Position includes the following benefit package: Family Health Insurance, Family Dental, Family Vision, 401(k), Aflac, Flexible Spending Account, Life & LTD Insurance, Employee Assistance Program, and the Employee Association.

If you are interested, please forward your cover letter & resume to:

Attention: Jessica Pavlat
Tri-Valley Opportunity Council, Inc.
102 North Broadway
Crookston, MN 56716
Phone: 218-281-0522
Fax: 218-281-0727
Email: jessica@tvoc.org

TVOC is an ADA / AA / EOE.



ADMINISTRATIVE ASSISTANT

Reports to: Program Design Manager
Department: Child & Family Services Programs
Classification: Nonexempt

Division: Program Operations
Program: Head Start
Grade: 29

The Mission of Tri-Valley Opportunity Council, Inc. is to “Improve the quality of life for people and communities by providing opportunities to meet their needs and realize their potential”.

SUMMARY OF PRIMARY FUNCTION

The primary function of the Head Start Administrative Assistant is to assist their supervisor, Head Start team and Head Start clients in daily operations. The Administrative Assistant provides strong organizational skills, has the ability to work quickly on routine work and is self-motivated.

ESSENTIAL FUNCTIONS

Clerical Systems Management

1. Maintains responsibility for general secretarial support functions to the Administrative Head Start staff, ensuring efficient utilization of time.
 - a. Schedules and organizes complex activities such as meetings, travel, conferences and department activities for all members of the Team.
 - b. Develops, implements, and manages a system by which Head Start staff request clerical support and by which tasks are prioritized and completed in a timely manner by the clerical team.
 - c. Coordinates the duplication and distribution of a variety of materials such as forms, files and manuals; establishes and maintains files, including confidential and sensitive files for the Program and its staff.
 - d. Obtains and assembles information for use by the department.
 - e. Records, transcribes and distributes meeting minutes within appropriate timeframes.
 - f. Prepares and types from rough drafts or dictation, letters, reports, memoranda or other correspondence of a confidential or sensitive nature as needed.
2. Maintains an environment to promote efficiency within the work area.
 - a. Establishes, develops, organizes, maintains and updates filing system for the Program.
 - b. Retrieves information from files when needed.
 - c. Establishes, develops, maintains and updates the resource library at the Administrative Office.
 - d. Orders and maintains office supplies; prepares and processes purchase requisitions in accordance with approved procedures; schedules maintenance and repair of equipment.
 - e. Obtains bids/information on major purchases when required.
 - f. Maintains an overall knowledge of department personnel’s whereabouts and current projects; responsible for weekly schedule calendar, provides backup assistance as requested.
 - g. Establishes and maintains positive staff and public relations image.
3. Coordinates departmental correspondence to facilitate on-going communications and efficient departmental operations.
 - a. Distributes and picks up departmental mail on at least a daily basis.
 - b. Distributes records as appropriate.
 - c. Develops, distributes and maintains systems to complete and track program correspondence including both staff personal correspondence and programmatic bulk mailings.
4. Maintains records and organizes filing and archive system to facilitate the expeditious retrieval of information so that Team Members may accomplish their responsibilities.
5. Maintains appropriate levels and monitors office supplies, equipment and other materials to allow Team members to complete assigned responsibilities and provide for program needs by submitting approved requisitions.
6. Assists in grant preparation and management including federal and state grants.

Communication Support

1. Schedules appointments, screens visitors and phone calls, referring to appropriate staff member.
2. Collaborates and communicates with a broad range of contacts inside and outside of the Program, providing timely, relevant information and assistance. Answers program related questions and inquiries from employees within scope of responsibility, offering assistance and guidance that encourages a positive work environment.

Client Satisfaction

1. Assists family members, community representatives and staff with concern and empathy, respecting their confidentiality and privacy, communicating with them in a courteous and respectful manner.
2. Facilitates and encourages communication with individuals in the community, family members, center, and Administrative Office staff.

3. Answers and refers telephone calls or other inquiries to ensure accurate and timely communications are facilitated.
4. Handles urgent and confidential matters, exercising maturity, discretion and trust to ensure resolution of problems in a timely, efficient manner.

Teamwork

1. Consistently works in a positive and cooperative manner with fellow Team members.
2. Assists other team Members in the performance of their assignments.
 - a. Seeks out opportunities to help rather than waiting to be asked.
 - b. Considers the impact of actions on Team Members throughout the System.
3. Demonstrates flexibility to perform duties wherever needs deem it necessary within the System.
4. Attends organizational meetings to contribute to the beneficial coordination of effort and dissemination of information throughout the agency.

Problem Solving

1. Demonstrates sound judgement by taking appropriate actions regarding questionable findings or concerns.
 - a. Investigates and follows through on unusual orders or requests for service or information.
 - b. Follows proper reporting procedures for actual or potential accidents so follow-up and/or prevention can occur.
2. Contributes to the achievement of Performance Improvement by consistently evaluating work to determine if further steps are needed to meet expectations.
3. Ensures compliance with regulatory standards.

Productivity and Efficiency

1. Consistently demonstrates ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary.
2. Minimizes non-productive time and fills slow periods with activities that will enable you to prepare to meet the future needs of the System (education, organizing, housekeeping, and assisting others).
3. Organizes job functions and work area to be able to effectively complete varied assignments within established time frames.
4. Consistently demonstrates ability to take the initiative to make decision/choices without direct supervision.

Adherence to System and Departmental Policies

1. Demonstrates knowledge and understanding of all policies and procedures and ability to reference them from appropriate books and manuals.
2. Ensures that the System is operated in an efficient manner by adhering to system attendance policies.
3. Demonstrates adherence to System and Department safety standards.

Miscellaneous

1. Performs other duties and takes on additional responsibilities as directed by supervisor.

ESSENTIAL COMPETENCIES, SKILLS AND ABILITIES

1. Regularly attends work on time as scheduled. Contacts supervisor/designee when delayed, sick or otherwise unable to be at work as scheduled, as defined by direct supervisor.
2. Is knowledgeable of and complies with Tri-Valley and program policies and procedures and applicable laws and regulations.
3. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, parents and clients served, maintaining a professional appearance and positive company image.
4. Conducts self in respectful, cooperative manner when interacting with clients, co-workers and others, and constructively represents Tri-Valley and its programs.
5. Maintains a professional appearance and provides a positive company image within Tri-Valley, customer base and the public.
6. Promotes positive employee interaction, maintains open communication with other programs/departments at Tri-Valley to maintain a high level of knowledge regarding Tri-Valley's programs, goals and philosophy.
7. Respects the privacy of others by appropriately utilizing and protecting confidential or otherwise privileged information.
8. Ability to work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
9. Ability to follow through to completion with strong attention to detail.
10. Seeks clarification, asks questions when uncertain of position or task expectations.
11. Participates in learning experiences for personal growth and professional development to enhance professional skills and job satisfaction.
12. Participates in program meetings as directed and maintains informed as needed to work effectively.

13. Analyzes and/or reports problems in area of responsibility as they occur and determines/implements solutions as appropriate.
14. Ability to organize and prioritize work, identifying what needs to be completed and ensures the completion in a timely manner.
15. Must be able to handle diverse work problems on a daily basis. Requires ability to set priorities and work schedule, yet adjust to changes necessitated by last minute assignments and deadline requests that may prove stressful.
16. Must relate and interact with people at all levels of the agency and in a culturally diverse environment.
17. Ability to effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.
18. Ability to work under pressure, in stressful situations and with frequent interruptions.
19. Ability to think and act proactively in order to minimize problems.
20. Above average communication and interpersonal skills.
21. Adapts well to change, has the ability to create and implement changes to positively affect the Corporation or area of responsibility.

MINIMUM REQUIREMENTS

1. Associate degree, or two years equivalent experience, in business, communications, computer systems or related field.
2. Three years experience working in an administrative support capacity.
3. Outstanding written and verbal communication skills and an excellent command of the English language. To include but not limited to extensive knowledge of spelling, punctuation, grammar, correspondence composition and format.
4. Three years experience working with email, internet, and Microsoft Word, Excel, Access, and PowerPoint software.
5. Two years experience working with business and/or administrative support procedures and standard office equipment operation, i.e.: copiers, printers, and fax machines.
6. Exhibited interpersonal skills and professional demeanor. Position continually requires demonstrated poise, tact and diplomacy.
7. Proof of valid driver's license and current/adequate vehicle insurance coverage.

PREFERRED REQUIREMENTS

1. Ability to communicate fluently in English and Spanish, verbally and in writing.
2. Familiar with Mexican/American, Migrant families cultures and lifestyles.
3. Knowledge of State and Federal Regulations, Head Start Performance Standards, National Association for the Education of Young Children (NAEYC) Best Practices and goals.
4. Two years project management experience.

PHYSICAL DEMANDS / WORK CONDITIONS

1. Working conditions are a typical office environment. The work is sedentary; typically the employee may sit comfortably to do the work. There are no special physical demands required to perform the work. The work area is adequately lighted, heated and ventilated.
2. Requires sitting, standing, bending, stooping and reaching with manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, copy machines, telephone and other office equipment. May require lifting up to 40 pounds. Requires normal range of hearing and vision.
3. Requires the ability to travel by car, bus, train, air or other means of transportation as needed, providing own transportation as required.
4. Requires flexible schedule including days, nights and weekends as needed to accommodate program needs.

ACKNOWLEDGEMENT

1. This position description does not constitute a contract for employment.
2. Contents of this position description reflect the responsibilities, duties, and requirements at this time. Tri-Valley Opportunity Council, Inc. has the right to make changes at any time due to corporation and/or program needs.

I have read this position description, and understand the essential functions, minimum requirements and expectations of the position. I have had the opportunity to ask questions and attest that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name (print) _____ Date _____

Employee Signature _____