

**JOB TITLE:** Program Administrative Assistant

FLSA: Non-Exempt, Grade 13

**DEPARTMENT:** Aging, North Central Alabama Regional Council of Governments

**JOB SUMMARY:** This position provides administrative and clerical support to assigned administrative personnel within the agency for the purpose of providing assistance with their functions and responsibilities. Contributes to team effort by accomplishing tasks as needed.

**MAJOR DUTIES:**

- Performs administrative/clerical functions; carries out routine office procedures (e.g., types, files, copies documents, faxes, schedules and confirms appointments, etc.).
- Answers and makes telephone calls interacting with and responding to internal and external customers and clients on a daily basis.
- Maintain all files and records pertinent to the assigned program.
- Takes minutes of meetings as required.
- Gathers data and compiles reports as required.
- Compiles data from a variety of sources, completes forms, performs mathematical calculations and carries out other tasks related to administrative projects as assigned to ensure compliance with program requirements.
- Uses computer in all aspects of position (e.g., correspondence, meeting minutes, schedules, quality assurance forms, financial reports, program data, etc.)
- Assists in maintaining inventory of supplies and materials.
- Assists staff in tracking and meeting deadlines and requirements for various funding sources.
- Coordinates a variety of projects, functions and/or program components for the purpose of completing activities and/or delivering services in a timely fashion.
- Maintains a wide variety of manual and electronic documents, files and records for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and requirements.
- Represents the agency with the public, potential clients, referral sources, and active clients in a professional, ethical manner that reflects a positive attitude and willingness to assist.
- Participates in training, in-services and special activities as required or assigned.
- Performs other duties as assigned.

The assignment of duties is not limited by the content of the job description.

**KNOWLEDGE REQUIRED BY THE POSITION:**

- Knowledge of relevant program requirements.
- Knowledge of business telephone etiquette, concepts of grammar and punctuation and office practices and procedures.
- Skill in maintaining effective working relationships with a wide range of individuals and groups.
- Skill in preparing and maintaining accurate records.
- Ability to operate standard office equipment including pertinent, job-related software applications.

- Ability to enter data into computer-based programs both efficiently and accurately.
- Ability to file documents properly and timely.
- Perform basic math calculations, including basic bookkeeping and accounting principles.
- Write and prepare documents following prescribed formats and present information to others.
- Ability to solve practical problems.
- Ability to read and interpret guidelines, policies, procedures and regulations and apply them to the job responsibilities.
- Ability to communicate orally and in writing to exchange information with co-workers, clients, direct service providers, state agency personnel, and others.

**SUPERVISORY CONTROLS:** The assigned supervisor assigns work in terms of very general instructions. Supervisor sets limitations, quality and quantity of work expected, deadlines and priorities; employee uses initiative in carrying out assignments and work is checked for technical accuracy and for compliance with procedures and the nature and propriety of final results.

**GUIDELINES:** Guidelines include all ADSS grant requirements for Aging programs, as well as NARCOG's policies and procedures. These guidelines require judgment, selection, and interpretation in application.

**COMPLEXITY:** The work consists of various duties in support of the Aging programs. Strict regulations, the diverse needs of the population served, frequent interruptions and the need to perform a variety of tasks at the same time contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to coordinate and perform administrative duties in support of the Aging programs. Successful performance contributes to the overall efficiency and functioning of Aging programs and services.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, representatives of external agencies, and members of the general public. Contacts are typically to give or exchange information.

**PHYSICAL DEMANDS:** The work is typically performed while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.

**WORK ENVIRONMENT:** The work is typically performed in an office setting.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

#### **MIMIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with the completion of a high school diploma.
- Must have at least one to three years' experience in clerical and administrative duties that includes basic accounting.
- A valid driver's license and good driving record. Be insurable under NARCOG's insurance policy.

Approved by: *Jill R. Smith*

Date: 3/19/16