



EMPLOYEE JOB DESCRIPTION

POSITION: ADMINISTRATIVE ASSISTANT II

REPORTS TO: CENTER COORDINATOR/FORENSIC INTERVIEWER

PAY GRADE: 8

COMPENSATION: \$30,029 (min) / \$37,536 (mid) / \$45,043 (max)

FLSA STATUS: NON-EXEMPT

COMMITMENT TYPE: FULL-TIME

BASE OF OPERATIONS: ASSIGNED CENTER

EFFECTIVE DATE: JULY 1, 2015

REVISION DATES: ~~FEBRUARY 16, 2017, JUNE 14, 2019, JANUARY 30, 2020~~

SUMMARY

The Administrative Assistant II is responsible for providing support for children and families and Multidisciplinary Team (MDT) members while on site at the Children's Advocacy Center (CAC). In addition, the Administrative Assistant II is responsible for conducting general business operations and managing all office processes, procedures and systems related to client appointment scheduling, client intake, client data verification, and client record keeping.

ESSENTIAL FUNCTIONS

- Answer phones and direct calls to staff members, as appropriate
- Ensure timely scheduling and coordination of joint, multidisciplinary forensic interviews and/or other CAC services for alleged child, adolescent, and adult victims/witnesses
- Collect case information from MDT members and enter into the Case Management System (CMS)
- Notify MDT members regarding scheduled appointments
- Prepare, organize and maintain case files and records
- Ensure all areas, including the waiting area, conference rooms, interview rooms, restrooms, and equipment are maintained and in good condition
- Perform quality assurance procedure of the forensic interviewing equipment
- Welcome children and families upon arrival, making them feel comfortable and safe
- Verify demographic information with clients upon arrival and update information, as necessary
- Monitor and address needs of families while at the CAC
- Scan case documents into the CMS
- Manage CMS calendar
- Maintain inventory of all office supplies, forms, etc.
- Maintain inventory of child-appropriate snacks for clients
- Compose, update, copy, scan, fax, shred and file documents, as needed

- Open, sort and distribute mail daily
- All other responsibilities and duties as from time to time designated by the Center Coordinator or added to the scope of responsibility for this position

PROFESSIONAL STANDARDS

- Perform job duties in accordance with professional ethics and organizational policies and procedures
- Effectively manage time, resources, and workload priorities in order to meet deadlines and produce quality work
- Effectively work with others in a collaborative, team environment
- Demonstrate professionalism and excellent interpersonal skills with clients, co-workers, MDT members, Board of Directors and vendors
- Regularly exercise professional discretion and judgment
- Consistently interact with others in a culturally competent manner
- Maintain strict confidentiality
- Demonstrate excellent oral and written communication skills
- Maintain excellent attention to detail and accuracy
- Be adaptable and open to new ideas
- Demonstrate resourcefulness by generating new ideas or innovative approaches to problems
- Acknowledge importance of professional development by seeking out and accepting feedback and implementing necessary changes
- Seek out opportunities for professional development to stay abreast of current best practices in the field

JOB REQUIREMENTS AND QUALIFICATIONS

Education:

Associate Degree or High School Diploma

Training, Licenses, and Certifications:

- Must be trained in (and/or be willing to be trained in) CAC personnel policies and procedures
- Must be trained in (and/or be willing to be trained in) the fields of child welfare and victimization
- Valid Driver's License, or the ability to obtain reliable transportation with very short notice

Experience:

- Experience in carrying out day-to-day administrative duties in an office environment
- Experience with telephone receptionist responsibilities
- Experience coordinating and maintaining an office, including organizational calendars
- Experience working with children and families, desired
- Proficiency with Microsoft Windows Operating Systems, Word, Excel, Access, PowerPoint, Outlook, and Adobe

Knowledge:

- Knowledge of basic office equipment and maintenance
- Knowledge of grammar, punctuation, spelling and composition
- Knowledge of the methods and techniques in composing written communications such as responses to inquiries and narrative reports

Other:

- Employment dependent upon successful completion of background checks
- Ability to read, write and speak English fluently
- Bending, stooping, reaching and other movement required in an office setting
- Lifting office supplies and materials (up to 20lbs)
- Ability to work a flexible schedule, as position sometimes involves evening and weekend hours
- Ability to travel occasionally for educational or Center business purposes