

ADMINISTRATIVE & AGING ASSISTANT

General Statement of Duties

Performs a variety of advanced level administrative support duties for the organization (50%) and the aging department (50%) requiring substantive knowledge of work operations in programs and the organization.

Distinguishing Features of the Class

An employee in this class independently performs varied and skilled administrative and program tasks. Work requires that the employee use considerable independent judgment. Duties include strong internal and external contacts. Work also consists of managing varied and/or complex records and files, composition and layout of varied materials, use of automated systems, and supervision of the reception function for the organization. The employee must have a substantive knowledge of the aging program and the overall organization, procedures and regulations, and familiarity with the programs and operations of other related units. Guides for completing work may be varied or limited in some cases, and the employee must use judgment in selecting the appropriate guide and in resolving problems. Work is performed under the general supervision of the Executive Director and is evaluated through observation, conferences and the quality and effectiveness of work completed.

Duties and Tasks

Essential Duties and Tasks-Organization

Serves as the administrative reception for the organization

Operates specialized data bases to obtain various information; independently produces information in response to staff or client requests; makes referrals to other information sources as necessary.

Composes forms, letters, memoranda, reports and other materials.

Records and summarizes statistical information, tables, charts, graphs or information for standard reports or grants; selects data from varied sources; prepares spreadsheets, and other correspondence as needed; compiles and submits grant and report information.

Files and retrieves materials based on knowledge of the organization and activities.

Orders and maintains office supplies for the staff while ensuring cost effectiveness.

Processes incoming and outgoing mail.

Essential Duties and Tasks-Aging Department

Performing outreach and education and coordinating various community programs relating to OAA and HCCBG activities.

Presentation and coordination of the various evidence-based programs: ensuring fidelity to the various models, and compiling and producing required reports.

Prepares and analyzes monthly reports for HCCBG, OAA and Aging Resources Management System (ARMS) and provides technical assistance to providers based on

those reports.

Could we add: Assists with annual fiscal and quality assurance monitoring of the Home and Community Care Block Grant and related funding.

Additional Job Duties

Substitutes and/or serves in the absence of other administrative or clerical staff.
Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Ability to communicate ideas effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with service providers, governmental agency representatives, advisory boards, volunteers, advocates, consumers, associates and the general public.

Ability to organize work and exercise independent judgment with minimal supervision.

Thorough knowledge of office practices and procedures.

Thorough knowledge and ability to use correct grammar, vocabulary, and spelling.

Ability to resolve problem situations and be resourceful in gathering and giving program information.

Ability to interpret and analyze some program content and make necessary decisions.

Ability to summarize, compile, and tabulate narrative and numerical material.

Ability to compose correspondence or reports independently following established guidelines.

Ability to use judgment in organizing and establishing arrangement and format.

Ability to organize and effectively process and maintain agency records and files.

Ability to analyze and record information and to balance figures.

Ability to establish and maintain effective working relationships with coworkers, supervisors, program participants and the general public.

Ability to plan, conduct, oversee and evaluate evidence-based programs at a variety of community locations.

Advanced skill in operation of word processing systems and other computer software as needed in the assigned work area.

Ability to maintain work standards.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force

occasionally and/or a negligible amount of force frequently or constantly to lift objects.

Must possess the visual acuity to work with data and figures, take transcription, operate a computer terminal, and proof and edit materials.

Special Requirements: Must possess a valid North Carolina driver's license. Travel is required both outside the region and within the five county Kerr-Tar region.

Minimum Education and Experience

Graduation from a two year college with courses in administration, business or human services and experience in administrative support and office management duties; or an equivalent combination of education and experience.

Kerr Tar Council of Governments
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