

Position Title : Administrative Assistant - Program Support and Development

Organization : Community Services for Every1

AFP-WNY Post Date : 2/20/2020

DEADLINE TO APPLY: open

POSITION SUMMARY

Provides clerical and administrative support to Program Support and Development Department

PRIMARY RESPONSIBILITIES

- Creates business letters, correspondence, memos, and completes mass mailings.
- Coordinates and files records and reports.
- Handle incoming phone calls and provides excellent customer service to callers.
- Runs reports and distributes as scheduled.
- Schedules and tracks appointments as needed.
- Manages and updates various lists maintained by the department.
- Responsible for taking meeting minutes as needed.
- Track photo release documentation for agency publications/media appearances.
- Schedules internal meetings by reserving appropriate Agency location and contacting invitees.
- Brings issues to appropriate person for follow through instructions.
- Tracks and manages required documents of department including but not limited to social calendar, mailings, newsletter, and program updates.
- Assists with database entry and tracking (E-Tapestry).
- Ensures marketing material is accurate, in stock and organized.
- Handles apparel purchase distribution.
- Assists with tasks related to fundraising efforts and special events including but not limited to soliciting donations, making phone calls, creating spreadsheets, prepping materials, and maintaining guest lists.
- Other administrative duties as assigned.

RESPONSIBILITIES OF ALL EMPLOYEES

- Communicates in a clear and concise manner.
- Proactively helps others, within and across departments.
- Recognizes others' accomplishments and shares successes.
- Demonstrates respect and professionalism when interacting with others.
- Problem solves when concerns arise.
- Is flexible and adapts to change.
- Prioritizes and completes the most important tasks first.
- Anticipates possible problems and takes action to prevent them.

- Completes responsibilities in a timely and high quality manner.
- Is honest and proactive when mistakes happen.
- Does what (s)he says (s)he will do.
- Documents required information in a clear, concise, and legible manner.
- Proactively attains the information needed to be the best.
- Recognizes when lacking a necessary skill and seeks advice and/or assistance.
- Shows interest through listening and demonstrating empathy.
- Smiles, says hello, and introduces self to individuals and their circle of support.
- Asks individuals and their circle of support if they have additional needs or questions.
- Acknowledges requests and communicates a timeline for response and/or resolution.
- Maintains a positive and professional relationship with individuals and their circle of support, employees and other community and business contacts.
- Maintains confidentiality of all issues and subject matters and observes individuals' rights.
- Completes all mandatory Agency trainings within the first three months of employment and annual trainings in a timely manner.
- Participates in staff meetings, in-service trainings, and supervision meetings.
- Follows safety regulations at all times. Is proactive with safety concerns and reports or handles any safety issues that may arise.
- Completes other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

POSITION QUALIFICATIONS AND REQUIREMENTS

- Education and Experience
 - High School Diploma/GED
- Skills, Knowledge and Abilities
 - Working knowledge of Microsoft Word and Excel.
 - Good oral and written communication skills.
 - Knowledge of office procedures and equipment.
 - Knowledge of social media, including Facebook, Instagram, Twitter, LinkedIn
 - Some experience in Adobe products is preferred, but not required
- Verifications and Screenings
 - County clearance of criminal convictions.
 - A drug screen prior to the commencement of employment.
- Physical and Mental Requirements
 - Exercising independent judgment, concentrating, thinking, communicating, interacting with others, managing multiple tasks and coping with stressful situations and deadlines.

- Staying awake and alert while on duty.
- Ability to perform sedentary physical activity of an administrative nature.

WORKING CONDITIONS

- Will work in office environment.
- Will work during normal business hours.

TO APPLY

To apply, please visit www.csevery1.com.