



UCAN Employment Opportunity

Administrative Assistant – Josephine County	
Josephine County Administration	Applications accepted until: February 22, 2019 5 pm
Budgeted Hours: 40 hours/wk Non-exempt status	Salary: \$12.16 - \$16.99 (DOE) Plus generous benefit package

DRIVING RECORD: Applicants selected for interview will be required to bring to the interview a recent Court Print driving history obtained from the DMV. Please allow 3-5 days for delivery and longer for out of state.

THE POSITION: Provide administrative support to the consumers, staff, program managers and supervisors as assigned in accordance with UCAN services, policies and procedures in order to offer a quality customer service experience at point of entry to internal and external customers.

Essential Functions of the Job: 1. Responsible for initial inquiry on needs and determine best course of action for accessing services. Provide information electronically, in person and by telephone; direct calls and individuals to appropriate staff; answer questions related to services, programs and UCAN partner resources. Answer and place telephone calls on behalf of staff, screen callers and visitors and respond as appropriate; interpret to public information requiring knowledge of program and agency policies and procedures in order to provide assistance, exchange information and problem solve. Maintain awareness of community resources and refer consumers to the most appropriate program(s) to meet client needs. 2. Provide clerical support to the program managers and general staff. Type a variety of routine material from rough draft; complete forms and form letters. Design, compose and type various correspondence, graphics, and reports. Perform word processing, data entry, develop and maintain spreadsheets. Coordinate incoming and outgoing information and paper flow. Pick up incoming and inter-office mail and distribute to staff mailboxes; prepare outgoing mail; complete bulk mailings. Maintain records of postage machine/usage; assure machine has a constant supply of postage. Perform filing and recordkeeping duties where several systems are utilized; conduct file and record searches. 3. Provide scheduling for various programs, initial assessments, intakes and screenings program access; utilize variety of database and other software to record, update, schedule, facilitate or otherwise engage consumers and/or staff at point of entry. 4. Assist programs with distribution and dissemination of information on events and activities to agency staff as directed by supervisor. Provide administrative support in maintaining conference rooms and other meeting spaces; oversee and supervise room use, priority of use and ensure rooms have appropriate supplies; arrange for additional supplies for meetings as directed by program manager's. 5. Make travel arrangements for staff as assigned. Coordinate and schedule program activities and training as needed. Order and distribute supplies as needed to fill resource requests for program on a monthly basis. Operate basic office equipment; copy, assemble and distribute materials. 6. Perform filing and recordkeeping duties where several systems are utilized; conduct file and record searches; maintain data collection as directed by departments. 7. Assist in maintaining bulletin boards, reception area and parent information materials assuring steady supply of information. Keep office voice mail updated. Maintain list of employees, locations and phones for distribution to staff. 8. Participate in planning and evaluation of personal and professional training; participate in any recommended training, demonstrating knowledge gained through changed practices; plan, manage and participate in various committee and team meetings. 9. Participate as an active member of the administrative team and ensure employees are supported through record-keeping of point of entry and Customer Satisfaction documentation and program surveys.

MINIMUM QUALIFICATIONS: Two years work-related support experience OR a satisfactory equivalent combination of education, experience and training. Current driver's license is required with driving record to be provided at time of interview. At the annual performance evaluation, or more frequently if determined to be necessary by the program director, driving records will be discussed with employees whose work duties require operating a motor vehicle. In addition to the above, applications will receive further evaluation based on the following: **Knowledge of:** Reasonable knowledge of general office practices and procedures; reasonable knowledge of systematic filing and retrieval processes or systems; reasonable knowledge of word processing; reasonable knowledge of English composition, spelling, grammar and arithmetic; basic knowledge of general recordkeeping processes. **Skill in:** Typing rapidly and accurately; use of office equipment which includes automated equipment and other copying equipment; strong organizational skills. Computer experience that demonstrates accurate and significant ability to maintain spreadsheets, multiple database systems and other required operational technology. **Ability to:** Communicate effectively in both oral and written forms; make decisions independently in accordance with established policies, and use initiative and judgment in carrying out tasks and responsibilities; utilize problem identification and resolution techniques; establish and maintain records, reports and statistical data; maintain confidentiality; remain calm and use good judgment during confrontational or high pressure situations; courteously meet and deal effectively with coworkers, children and families and the public. Must follow all safety rules and practices, and perform work in a safe manner.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work will require bending, keyboarding, lifting up to 25 pounds, pushing, pulling, reaching, sitting, standing and walking. Work is typically performed under reasonable good working conditions. Work requires continuous/concentrated mental and/or visual attention and alertness and is performed in a safety conscious manner at all times.

SUBMIT COMPLETED UCAN APPLICATION TO:

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470
541-492-3913 FAX 541-492-3921

Application on website: www.ucanap.org EQUAL OPPORTUNITY EMPLOYER & PROVIDER
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