Job Description

Administrative Clerk I

Organization Name: Workforce Connections
Hours/Week: 40
FLSA Status: Non-Exempt
Reports To: Administrative Manager

Job Purpose

Under the supervision of the Administrative Manager, the Administrative Clerk I will provide a wide variety of clerical and high level administrative support duties to ensure effective and efficient administrative operations; provides customer assistance in person or on the telephone.

Essential Job Functions

- Assists in the organization of the One-Stop Delivery System Panel/Programs Committee meetings and prepares the necessary materials including reports, presentations, agendas and other meeting collateral.
- Records meeting minutes and action items for the One-Stop Delivery System Panel/Programs Committee and performs required follow-up.
- Prepares and types correspondence, reports, and specialized documents from drafts, notes and or brief instructions using Microsoft Word software and computerized equipment as necessary.
- Actively participates in outstanding customer service and accepts responsibility in maintaining relationships that are equally respectful to all.
- Observe and maintain inventory of stock items in kitchen, replenish as necessary.
- Monitor copiers on a daily basis to ensure paper stock is adequately in place at all times.
- May provide assistance to Business Engagement department during weekly job screening and coordinated events; assists with the computer check-in and orientation process.
- Serves as back-up to front-desk receptionist; answer telephones; greet office callers and visitors; provide basic information regarding agency activities; answer general questions, send prepared brochures or informational materials to requestors, and refer callers/visitors to appropriate personnel or offices; sort and distribute incoming mail and organize the outgoing mail.
- Assists the Administrative Manager or other support staff with administrative functions to include photocopying necessary documents and scanning/filing them properly, preparing correspondence, presentations and or/reports as required.
- Organizes priorities and tasks and manages time effectively to meet changing and challenging objectives.
- Manages confidential information.
- Regular and consistent attendance.
- Other duties as assigned.
**Work Activities**

Assisting others, organizing, planning, and prioritizing work; establishing and maintaining interpersonal relationships; documenting/recordiing information; communicating with supervisors and peers, updating and using relevant knowledge, performing administrative activities, making decisions and solving problems, collecting information, interacting with computers, working directly with the public, filing, using computers to enter, access or retrieve data, using oral and written communication techniques.

**Abilities**

Must possess outstanding communication skills with the ability to effectively communicate verbally and in writing; ability to respond in a timely manner to the needs and requests of others internally and externally; ability to determine tasks, set priorities and goals, manage multiple projects with strong attention to detail, handle interruptions, maintain focus on tasks and produce accurate work; ability to make consistent decisions that resolve problems appropriately; ability to effectively work in a team atmosphere. Requires work with external customers or the public; work with others in a group or team, coordinating or leading others in accomplishing work activities.

Requires repetitive movement, sitting, face-to-face discussions with individuals or teams; use of electronic mail, telephone conversations, contact with others (face-to-face, by telephone, or otherwise). Requires the ability to make decisions without supervision; freedom to determine tasks, priorities, and goals; repeating the same physical activities or mental activities over and over, being exact or highly accurate, requires meeting strict deadlines.

**Working Environment**

Work is typically performed in an office environment while sitting at a computer screen for extended periods. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts when working with office machines. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms when working with documents, files, computers, or office machines. This position requires working indoors in environmentally controlled conditions, exposure to sounds and noise levels that may be distracting or uncomfortable. Job tasks are performed in close physical proximity to other people.

**Qualifications**

**Experience and Education**
Preferred Bachelor’s degree, or any combination of education, training and experience that demonstrates the ability to perform the duties of the position; strong attention to detail and strong customer service skills.

Requires articulate verbal communication skills; strong written communication skills; self-motivated and ability to work with minimum supervision; professional, pleasant demeanor an absolute must.
**Skills**

**Reading Comprehension:** Understanding written sentences and paragraphs in work related documents.

**Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking:** Talking to others to convey information effectively.

**Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Writing:** Communicating effectively in writing as appropriate for the needs of the audience.

**Social Skills:** Coordination, instructing, negotiation, persuasion, service orientation, social perceptiveness; strong analytical and problem solving skills; detail oriented.

**Problem Solving Skills:** Intermediate problem solving.

**Systems Skills:** Judgment and decision making.

**Resource Management Skills:** Time management.

**Desktop Computer Skills:** Spreadsheets, presentations, internet navigation, word processing.

**Knowledge**

**Clerical:** Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records.

**English Language:** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Customer and Personal Service:** Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Required:** Clerical, customer and personal service.

**Tools:** Calculators, desktop computers, scanners, copiers, fax and phone systems.

**Technology:** Basic skills with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.

**Other:** Employee must be able to pass a criminal background check and drug and alcohol screening; must possess a valid state driver’s license and maintained throughout employment.