



Job Class: Office Support Specialist II
Department: Operations
Supervisor: Office Manager
FLSA Status: Non-Exempt
Revision Date: June 2018
Prepared by: Bi-County Community Action Program, Inc.

Job Summary:

Performs administrative/clerical/office activities to assist agency management in administering programs and services offered to the community. Incumbents interact with the general public by providing information and assistance as it relates to the department's activities/services, and rules/regulations. The position requires knowledge of agency policies, procedures, and activities. At this level incumbents are expected to be familiar with most agency activities and are able answer questions requiring greater knowledge and requiring more detailed explanations.

Scope of Responsibility:

Incumbent work with limited need for supervisory assistance when handling new situations, problems, or deviations from established work procedures. Incumbent has latitude to determine the best way to perform required duties.

Essential Duties and Responsibilities:

- 1 Acts as a central point of contact for the agency.
 - 1.1 Greets visitors to the office and answers telephones providing needed information or directing for follow up;
 - 1.2 Interviews clients to assess needs;
 - 1.3 Informs clients of available resources or refers to appropriate agency staff;
 - 1.4 Assists clients with obtaining services from appropriate agencies;
 - 1.5 Makes appointments for clients to obtain follow up services.
- 2 Assists clients with application process.
 - 2.1 Mails programs applications to potentially qualifying clients;
 - 2.2 Assists clients with completion of application;
 - 2.3 Provides information to clients on status of application.
- 3 Performs general office support activities.
 - 3.1 Handles incoming and outgoing mail by picking up, sorting and distributing mail and preparing postage;
 - 3.2 Maintains office supplies and arranges for replenishment, including for remote locations;
 - 3.3 Maintains various records and reports for agency programs;
 - 3.4 Types correspondence, reports, minutes and other material as requested;
 - 3.5 Maintains various records and reports;
 - 3.6 Prepares and maintains mailing lists for Board of Directors, advisory board and various committees;
 - 3.7 Prepares and distributes the monthly staff newsletter;
 - 3.8 Acts as a back up to other departments in assisting with various projects;
 - 3.9 Schedules meetings and maintains office staff calendars.

- 4 Assists with maintenance of office equipment, building and agency vehicles.
 - 4.1 Trains others on use of office equipment;
 - 4.2 Maintains office equipment and arranges outside services as needed;
 - 4.3 Order janitorial and paper supplies.

- 5 Communicates and maintains working relationships with others in carrying out job functions.
 - 5.1 Frequently interacts with office support staff and across departments to exchange basic fact information as well as detailed and/or technical information where the ability to explain concepts is exercised;
 - 5.2 Refers issues and concerns to the appropriate party for resolution as necessary;
 - 5.3 Exercises courtesy in communicating with other members of the organization to provide information relating to the work assignment and progress of work or to convey information about conditions or work related needs;
 - 5.4 Receives and responds to complaints of both a routine and confidential nature requiring knowledge of departmental policies, procedures, activities, and rules regarding data privacy;
 - 5.5 Keeps immediate supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention so that prompt corrective action can be taken where appropriate;
 - 5.6 Adheres to agency's policies concerning data privacy.

- 6 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
 - 6.1 Knows and follows department and BI-CAP rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - 6.2 Knows BI-CAP's AWAIR and Right to Know policies and procedures;
 - 6.3 Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work;
 - 6.4 When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.

- 7 Performs other duties and activities as assigned.
 - 7.1 Assists with agency-wide department projects as needed.

Minimum Qualifications:

Minimum job requirements are reading, communication, math and problem solving skills equivalent to High School Diploma or GED and three years of related experience in a job involving office related skills. Must have a strong commitment to BI-CAP's values of collaboration, innovation and compassion as well as a respect for diversity.

Knowledge, skills and abilities include:

- Intermediate knowledge of Microsoft Office applications;
- Excellent customer service skills;
- Strong attention to detail;
- Ability to establish and maintain effective working relationships with others;
- Good verbal and written communication skills;
- Must be unbiased toward low-income families and other racial and ethnic groups, and must have an appreciation of cultural diversity and differing values.

Physical Demands & Working Conditions:

Most work is performed in a normal office environment. Work is generally light with considerable variety. Requires intermittent lifting up to 50 pounds. Position requires frequent bending, twisting, kneeling, standing and sitting.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Executive Director retains the discretion to add duties or change the duties of this position at any time.