

Office and Program Support Specialist



Job Class: Office and Program Support Specialist
Department: Operations
Supervisor: Director of Programs
FLSA Status: Non-Exempt Grade: 7
Revision Date: July 2020
Prepared by: Bi-County CAP, 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, rules and regulations that requires knowledge of agency policies, procedures, and activities. At this level incumbents are expected to be familiar with agency activities and are able to answer questions requiring greater knowledge and more detailed explanations. As a separate function, the incumbent assists and provides technical support to Program Directors for research and grant writing.

Scope of Responsibility:

Incumbent follows general instructions from the supervisor when handling new situations, problems, or deviations from established work procedures. Incumbent has a moderate degree of 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 and re-directs them to internal staff as necessary;
 - 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;
 - 1.6 Maintains a calm, courteous and professional demeanor with the public.
- 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.
 - 2.4 Educates clients on various plans, rules and payment structures;
 - 2.5 Assists with applying and completing various program applications to meet program requirements.
- 3 Performs general office support activities.
 - 3.1 Handles incoming and outgoing mail by picking up, sorting and distributing mail and preparing and reporting postage;
 - 3.2 Checks the drop box daily; refills applications;
 - 3.3 Maintains office supplies and arranges for replenishment;
 - 3.4 Maintains various records and reports for agency programs;
 - 3.5 Tracks phone calls and walk-ins in computer software;
 - 3.6 Types correspondence, reports, minutes and other material as requested;

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- 3.7 Formats Microsoft Word docs; creates Excel spreadsheets and charts; creates/edits/combines PDFs; designs/edits items in Publisher as needed.
- 3.8 Contacts community partners and arranges for department sharing speakers, as needed.
- 3.9 Assists in preparation and distribution of the Monthly Staff Newsletter;
- 3.10 Acts as a back up to other departments in assisting with various projects;
- 3.11 Maintains sign-out for agency vehicles
- 3.12 Arranges for refuse and recyclables disposal as needed;
- 4 Assists with maintenance of office equipment/software support.
 - 4.1 Assists with office equipment maintenance and arranges outside services as needed;
 - 4.2 Assists with training others on use of office equipment;
 - 4.3 Assists with troubleshooting and resolving Microsoft Office software usage problems;
 - 4.4 Notifies security and telephone company with staffing changes.
- 5 Communicates and maintains working relationships with others in carrying out job functions.
 - 5.1 Frequently interacts with agency staff, clients and/or contractors to exchange basic fact information;
 - 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 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;
 - 5.5 Adheres to agency's policies concerning data privacy.
- 6 Agency / Program Projects and Special Events Coordinator
 - 6.1 Supports grant writing with research and technical assistance;
 - 6.2 Assists and supports agency marketing efforts;
 - 6.3 Maintains Supportive Housing recertification's through client spreadsheet, schedules recertification appointments and manages applicable letters and mailings.
- 7 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
 - 7.1 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;
 - 7.2 Knows BI-CAP's AWAIR and Right to Know policies and procedures;
 - 7.3 Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work;
 - 7.4 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.
- 8 Performs other duties and activities as assigned.
 - 8.1 Assists with agency-wide department projects as needed.

Minimum Qualifications:

Minimum job requirements include 1 year of formal training beyond high school, or equivalent, and 1 to 2 years of related work experience; or a High School Diploma or GED and three years of related experience in a job involving office related skills.

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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; intermittent use of a shovel or broom to remove snow, or use a ladder to change a light bulb. May drive short distances for errands or mail. There is some exposure to phone calls from persons who may be agitated about an issue.

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.