



Phoenix Alternatives, Inc.

Providing persons with developmental disabilities the resources they need to achieve success and build connections in the community.

Title: Office Assistant

Supervisor: Program Director/ Site Manager

Position Purpose: To ensure efficient daily site operations, provide clerical support, receive and greet visitors.

Essential job functions noted below. (*)

Job Responsibilities:

Reception/Front Desk

- * Screens all persons entering the building.
- * Uses correct sign-in procedures.
- * Maintains accurate census of staff and consumers who are out of the building daily.
- * Directs visitors to necessary areas.
- * Is aware of and maintains accurate schedules for consumer meetings.
- * Maintains professional dress and appearance.
- * Maintains a consistent clean and well organized front desk.
- * Independently handle all but the most complex calls and visitor requests without additional assistance.
- * Assures consumer receipts and monies from purchases are turned in after each outing.
- * Arranges interviews with perspective applicants.
- * Manages multiple priorities and remains flexible and open to additional requests.

Communication

- * Follow guidelines for putting calls through to staff.
 - * Directs calls to appropriate staff.
 - * Uses voicemail systems effectively.
 - * Receives and disperses messages efficiently/accurately.
 - * Maintains data privacy and client confidentiality.
 - * Screens calls from vendors and sales persons.
 - * Greets visitors and team members politely and efficiently.
 - * Maintains professional, respectful interactions with all PAI employees.
 - * Follows all established data privacy laws related to all consumer and employee information.
 - * Maintains confidentiality of company related information.
 - * Is open to staff requests and responds promptly.
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- * Types office correspondence accurately and efficiently as requested.
 - * Makes sure necessary staff receives correspondence in a timely manner.
 - * Ensures employee birthday and anniversary cards are signed and mailed at the appropriate times.
 - * Process new consumer data as requested and in a timely and efficient manner.

Supply and Ordering

- * Inventories all office and program supplies to maintain adequate supplies.
- * Insures that office supplies are efficiently organized and readily accessible for staff.
- * Maintains all office equipment in good working order and ready for use, i.e., copier, fax, etc.
- * Requests purchase orders and gets supervisor approval in advance of supply purchases.
- * Places program supply orders and upon receipt, verifies that all items are correct.
- * Stocks supplies and maintains orderly consistent storage systems for all building and office supplies.
- * Shops for supplies as requested.
- * Hands in packing slips to supervisor in timely manner.
- * Maintains a system for tracking purchase orders and purchases made throughout the year.

- * Displays organizational skills that ensure ability to work independent of direct supervision.
- * Enters new employee information as requested in a timely manner.
- * Accurately files miscellaneous papers/correspondence as directed by manager/supervisor.
- * Ensures that staff have current car insurance on file/sends out reminders.
- * Accurately e-mails employee evaluation reminders to managers/instructors.
- * Maintain accurate in-service logs.
- * Reminds staff of any mandatory in-services missed and follows up to assure compliance.
- * Maintains up-to-date consumer home, census, fire drill, and attendance lists.
- * Requests Motor Vehicle Registration for current drivers on a timely basis.
- * Enters in-service data into database efficiently and accurately.
- * Sends out invoices, notices and site information as assigned.
- * Maintains adequate supply of New Applicant Information Packets.
- * Maintains adequate supply of medical/dental insurance packets.
- * Maintains adequate supply of interview packets.
- * Accurately maintains databases as requested.
- * Files consumer information appropriately.
- * Files consumer information accurately and as requested.
- * Maintains Material Safety Data Sheets and trains staff as requested.

General

- * Follows all PAI policies & procedures, values and Employee Handbook.
- * Adheres to all PAI standards related to safety.
- * When driving vehicles on PAI work time, follows all applicable traffic laws.
- * Follows time clock procedures.
- * Attends and documents all in-service training as required.
- * Assumes additional responsibilities as requested.
- * Follows designated work schedule.
- * Report to and provide support at other sites as requested.
- * Respectfully works with adults with developmental disabilities and follows appropriate regulations in respect to the Vulnerable Adult Law.
- * Meets the following physical requirements of the position.

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The above physical requirements are averages. The actual physical activity may vary from day to day.

Qualifications and Conditions of Employment

1. Proficient in:
 - computer skills

- word processing
 - spreadsheet applications
 - typing and correspondence
 - filing
 - inventory management
 - phone skills
2. Possess excellent communication skills
 3. Valid driver's license and insurance.
 4. Must pass the Bureau of Criminal Apprehension check
 5. Minimum: High school degree or GED & at least 18 years of age

Note: This job description is subject to change at the sole discretion of PAI.

I have reviewed and fully understand the job duties and qualifications above. I also understand that my signature does not imply a contract with Phoenix Alternatives, Inc.

Office Assistant Signature

Date

Print Name

"AN EQUAL OPPORTUNITY EMPLOYER"

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