

## **Roanoke Area Ministries Administrative/Employment Assistant Job Description**

### **Broad Function**

The person in the position assures operation of the office functions on a timely and efficient basis. He/She is responsible for assisting with the Homeless Management Information Services (HMIS) process. Assists with RAM website updates and other social media and weekly/monthly/quarterly reports for the RAM Board and Executive Director and staff. Assists with bookkeeping and data base management. Manages office supplies and inventory. Works to support RAM's general operational needs as determined. Manages Employment Assistance in a part-time capacity.

### **PRINCIPAL RESPONSIBILITIES**

- Responsible for the opening and closing of the administrative office.
- HMIS
- Schedules, trains, works with and supports financial aid volunteers. These volunteer process emergency financial applications. Executive Director has final approval.
- Works with the aid of the Operational Director with volunteer recruitment.
- Scheduling and training volunteers for the administration office for phone coverage, mailings and other office duties as deemed appropriate.
- Work with volunteers to stay within the guidelines set for the dispersal of emergency aid money for the clients that qualify for funding that have support documentation. Supervises the accounting of all funds received and dispersed, keeping expenses within budget limitations set by the Executive Director.
- Maintains a good relation with other local agencies and service providers.
- Types all correspondence: thank you letters, grants, memos, in-kind donations and other necessary typing, data entry,
- Maintains updated mailing data lists, donor lists and other information on a weekly basis.
- Prepares weekly/monthly/quarterly reports for the RAM Board and Executive Director and staff.
- Opens mail and makes copies of all checks received and prepares deposits.
- Serves as support coverage for kitchen manager, clothing closet, emergency financial aid special events and other duties as needed.
- Works with Roanoke Times with stories for the Good Neighbor Fund in cooperation with the Emergency Financial Aid Staff. As well and manages the donation funding process online or mail.
- Assists with fundraising events and volunteer dinner.

- Manages RAM Shelter data in HMIS and other data systems.
- Assists with yearly audit and other financial matters as directed by the Executive Director.
- Manage office safety and safety protocols (fires drills, safety equipment checks, procedures for maintenance and cleanliness).
- Maintains Manual for Office Management department procedures including MSDS.
- Assists with donation inventory along with shelter manager, kitchen manager, and clothing closet volunteer.
- Expected to work on days of inclement weather if possible.

**Employment Assistance:** Works directly with clients in securing employment.

Wednesdays & Fridays 10 am to 11am

- Maintains strict client confidentiality.
- Creates and maintains employment information, resources and training information to be reviewed and approved by Operations Director.
- Accesses and address the needs of clients for employment or job application process. He or she assists in securing the proper resources to meet the needs for job placement.

Assistance may include but is not limited to:

a. Referral to other agencies and organizations:

- Skills development
- Employment testing
- Education & tutoring
- Literacy training resources
- Resume development and interviewing skills

b. Transportation assistance as stated in RAM guidelines

c. Secure birth certificates, school records, IDS and other appropriate documentation for job placement.

d. Provides a monthly & quarterly status report to the Operations Manager for presentation to the RAM Board.

• Employment Coordinator will be knowledgeable with existing community resources and appropriate programs to be used for referrals. The Employment Coordinator will maintain primary control of the clients' case by acting as coordinator with the various agencies. The HMIS System will be used for information client data input and a tool for connectivity to other support agencies and report/record keeping.

- Performs other duties as assigned by the Executive Director & Operations Director of RAM.

## **RELATIONSHIPS**

- Maintains an effective, courteous, working relationship with all Staff and other professionals throughout the valley.
- Maintains a helpful and courteous relationship with all volunteers.

## **ADMINISTRATIVE/ EMPLOYMENT ASSISTANT MINIMUM QUALIFICATIONS AND REQUIREMENTS:**

- Have a High School Diploma or GED.
- Have 2-3 years office management experience and/or customer service and administrative support experience. Bookkeeping experience – work history in social services recommended.
- Have excellent written, verbal and telephone communication skills.
- Have excellent customer service skills.
- Ability to work well and communicate with clients, guests, staff and volunteers
- Assist in other area of service within RAM House (kitchen, financial aid, shelter, volunteer services etc.)
- Have command of English grammar and spelling required.
- Working knowledge of Microsoft Excel, Word, PowerPoint, MS Outlooks and Access.
- Knowledge of HMIS preferred.
- Must be proficient with email and the internet.
- Must be proficient with office equipment i.e. fax machine, copy machine, wireless systems, computer operating systems etc.

## **PRINCIPAL ACCOUNTABILITIES**

- Pertaining to job tasks: Accountable to the Executive Director for administrative responsibilities. Operations manager for employment services, day shelter support and other operational needs.

## **PERSONNEL AND PROGRAM REVIEW**

- Administrative Assistant will be reviewed on a yearly basis.
- Will give two-week notice to Executive Director before resigning.
- All leave must have prior approval from Executive Director/Operations Director a minimum of 2 weeks prior to requested date unless an emergency.

## **Physical Requirements:**

- Works in an office environment
- Must be able to navigate stairs
- Must be able to lift 25 lbs.
- May need to work outdoors
- Will need to work in the Day Shelter Office area
- Will need to work in the Kitchen and dining room area at times.
- Work special events as needed.

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