



Administrative Assistant

Department: Housing Services

Pay Grade: 12

Supervisor's Title: Energy Services Program Manager

General Purpose of the Job: Provides administrative and clerical support as well as reception duties for the Housing Services Department.

Minimum Level of Education/Experience Required: High school diploma or equivalent and at least two years of experience in working directly with customers in human service field. Must be proficient in data entry. Basic mathematical and writing skills are also required.

License or Certificate Required: None

Supervisory Responsibility: None

Eligible for Telecommuting: No

Schedule: Set Schedule

Primary Duties and Responsibilities:

- A. Greet and sign in customers seeking any agency services
- B. General clerical duties as assigned
- C. Pre-screen customer needs and make copies of any necessary verification before seeing Community Services Specialist
- D. Answer phone calls, refer callers or visitors to appropriate department or staff member, and field customer questions by providing accurate information regarding all program services
- E. Schedule customer appointments (in person, phone and agency website)
- F. Assist with data entry as needed
- G. Assist with processing LIHEAP applications
- H. Maintain department filing and annual archiving
- I. Assist with gathering information for monthly reports
- J. Assist with weekly requisitions
- K. Maintain reception area in neat order at all times

Physical Demands	Rarely or never	Up to 1/3 of the time	1/3 to 2/3 of the time	2/3 of the time+
Stand			X	
Walk			X	
Sit				X
Use hands to finger, handle, or touch				X
Reach above shoulders	X			
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk or hear				X
Taste or smell	X			
Use foot/feet to operate machinery	X			
Lift up to 10 Pounds		X		
Lift up to 25 Pounds	X			
Lift up to 50 Pounds	X			

Lift up to 100 Pounds	X			
Lift More than 100 Pounds	X			
Use routine Office Equipment				X
Use computer				X
Use small kitchen appliances	X			
Motor vehicle operation	X			
Work in wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Work near fumes or airborne particles	X			
Work with toxic or caustic chemicals	X			
Work in outdoor weather conditions	X			
Work near risk of electrical shock	X			
Work with or near vibration	X			
Work/job related travel	X			
Noise: Moderate levels of noise typical to an office environment.				
Protective Clothing/Equipment Required: None.				

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date

Job Description Last Reviewed: 7/1/21 By: JK