

Cornerstone Community Action Agency

Job Description

JOB TITLE: General Office Support

Exempt (Y/N): No

Introductory period: 180 days

Supervisor: Program Director CS

Work Period: Must not exceed 40 hrs/wk

Cornerstone Community Action Agency, Inc. is committed to a policy of Equal Opportunity Employment (EOE) in its dealings with both employees and applicants for employment. As such, CCAA provides equal opportunity without regard to race, ethnicity, age, religion, sex, sexual orientation, national origin, disability, status as a veteran, or any other characteristic protected by law except when such characteristic is a bona fide occupational qualification.

SUMMARY: Assist in maintaining an orderly, efficient filing system in the Administrative Office. Processes client files to determine assistance. Develops computer forms. Compiles and maintains records of business transactions and office activities. Maintains and answers incoming agency phone lines.

ESSENTIAL DUTIES AND RESPONSIBILITIES. The General Office Support will:

1.	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Operate office machines such as fax, typewriter, computer, adding, calculating, and copying machines.				
2.				
Process client's applications to determine eligibility for energy assistance, and payee programs. Pay bills according to clients bill and history.				
3.				
Enter all client information into database accurately and in a timely manner.				
4.				
Handle phone calls from payee clients				
5.				
Manage funds for payee clients.				
6.				
Answers telephone and gives information to callers or routes call to appropriate official and places outgoing calls as requested by staff or Executive Director.				
7.				
Ensure all client applications are processed within our program limits.				
8.				
Maintain forms and an adequate filing system.				
9.				
Performs all other duties deemed necessary by Supervisor and/or Executive Director.				
10.				

Greets visitors, ascertains nature of business, and conducts visitors to employer or appropriate person.				
11.	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Composes and types routine correspondence.				
12.				
Files correspondence and other records.				
13.				
Makes copies of correspondence or other printed matter.				
14.				
Prepares and transports outgoing mail. Mail out accounts payable checks, as needed.				
15.				
Ensure that adequate office supplies, etc. are stocked.				
16.				
Verifies that all required paperwork is submitted and distributes to appropriate departments				
17.				
Attend meetings, training and workshops as required.				
18.				
Office cleaning duties; maintaining all public and private spaces to employer standards.				
19.				
Adheres to safety discipline and accountability policies and regulations.				

General Responsibilities The staff member will:

1. Appearance	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Ensure personal appearance, personal hygiene, and dress are appropriate for the day's activities and comply with dress code.				
2. Reliability				
Ensure he/she can be counted on to carry out assigned responsibilities independently.				
3. Safety				
Safely and properly use, maintain and operate all equipment for carrying out duties.				
4. Punctuality				
Employee observes regularly scheduled work hours.				
5. Compliance				
Employee complies with Agency policies, procedures, and established regulations				

Performance Rating Categories: Consider the employee's performance in each category and designate the level of performance that most accurately describes his/her job performance.

E-Exceeds. Results clearly exceed position requirements on a regular basis. Performance is of high quality and is achieved on a consistent basis.

M-Meets Expectation. Competent & dependable performance level. Meets the performance standards and objectives of the job without constant follow-up/direction.

I-Improvement Needed. Employee does not meet performance objectives on a regular basis and has difficulty following through with tasks. Requires constant follow-up and/or supervision.

N/A-Not Applicable or too soon to rate.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and Education

High School Diploma, or GED; and a minimum of one year related experience and/or training

Language Skills

Must have ability to read and interpret documents such as Agency policies and procedures, program outlines and regulations, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Must be able to utilize the telephone to verbally communicate in an effective professional manner with the general public, agency clients, vendors, and staff.

Reasoning Ability

Must have ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have ability to deal with problems involving several concrete variables in standardized situations.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Other Skills and Abilities

Ability to operate a personal computer, e-mail and word processing. Must operate fax machines, calculators, typewriters, copier, and other office machines. Ability to carry out instructions assigned by Supervisor, or Executive Director.

Physical Demands

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit for long periods of time and use hands and fingers to gather information, write, fax, data entry, telephone, keep his/hers working office clean and orderly. The employee will be required to lift or move up to 25 pounds. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus. Specific hearing and speaking abilities required by this job include listening to and talking to the general public, agency clients, vendors, and staff.

**This form reflects the general details considered necessary to describe the essential function of the job identified and shall not be considered as a detailed description of all the work requirements that may be inherent to the job.*

Failure to comply with Personnel policies, job responsibilities, and functions, safety policies, can result in disciplinary actions up to and including termination.

This is an "At Will" employment and nothing contained herein is interested to create any contractual rights between Employer and Employee. Employee may be terminated at any time with or without cause.

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

EMPLOYEE RECEIPT OF JOB DESCRIPTION

This job description is not intended to be all inclusive. CCAA reserves the right to revise or change job duties. This job description does not constitute a written or implied contract of employment.

I have read and understand this job description. I certify that I am able to perform the requirements of this job description. I have a received a copy of this document.

Employee SIGNATURE

Date of Signature

Employee PRINTED NAME

This portion to be completed at time of performance evaluation

Accomplishments/Recognition since last review

Specific areas of needed improvement/action items

Recommendations for professional development (seminars, trainings, schooling, licenses, etc.)

Head Start Employees must complete a professional development plan.

Supervisor/Manager Comments

Employee Comments