**YOUTH IN NEED**

**JOB DESCRIPTION**

**BACKGROUND**

**Job Title:**  Administrative Assistant, Youth Programs

**Reports To:** Director, Counseling Services

**FLSA Status:** Non-Exempt

**PURPOSE OF JOB**

To provide administrative, supportive, and reception services for Youth Program departments and provide building support at the assigned YIN sites, including Burkemper Center and St. Louis County Office. To act as a representative for Youth In Need by greeting and assisting all staff, clients, families, others at the YIN offices as well as via phone, email, text, etc.

**ESSENTIAL RESPONSIBILITY NO.1 – 15% OF TIME**

Description: Office Reception

Task No. 1 Answer phone, take messages, and route incoming calls.

Task No. 2 Assist callers and visitors with information regarding available services and route calls and visitors appropriately.

Task No. 3 Greet everyone and provide strong customer service to all.

Task No. 4 Confirm appointments and make reminder/cancellation calls to clients.

Task No. 5 Remain cross-trained on covering receptionist duties at Youth Program offices (Burkemper, St. Louis County Office).

Task No. 6 Receive and route office deliveries (Fed Ex, UPS, etc.).

Task No. 7 Receive, date, and distribute internal and external mail. Keep staff names current on mailboxes, office spaces. Maintain and distribute staff telephone list.

**ESSENTIAL RESPONISIBLITY NO. 2 – 35% OF TIME**

Description: General Administrative Support to Youth Programs

Task No. 1 Assist Youth Program staff with administrative duties including copying, faxing, typing, etc. and with assembling intake packets and on-boarding binders.

Task No. 2 Provide support for Youth Program trainings, including register staff for trainings; training reminders; make arrangements for hotel/travel plans as needed.

Task No. 3 Order office supplies from multiple sites (Amazon, Walmart, Staples) and

complete purchase order requests in Microix, as requested.

Task No. 4 Coordinate correspondence with potential practicum students, provide basic information, and assemble practicum informational packets.

Task No. 5 Maintain office calendar, including reservations for office spaces, conference/meeting rooms. Record meeting minutes and attendance as needed.

Task No. 6 Pickup/purchase supplies from YIN donation store, Walmart, etc.

Task No. 7 Update and maintain resource and referral lists.

Task No. 8 Create business cards for Youth Program staff, as requested.

Task No. 9 Provide new staff with building keys/codes, supplies, and training manuals. Give tours and orientation to building as needed.

Task No. 10 Order flowers for Youth Program staff, as requested.

**ESSENTIAL RESPONISIBLITY NO. 3 – 35% OF TIME**

Description: Specialized Administrative Support to Youth Programs

Task No. 1 Monitor incoming program inquiries and referrals, screen potential clients to determine eligibility, add to wait lists and/or provide additional resources.

Task No. 2 Assist with client file management, including record requests, file inventory and shipment of closed files to The File Room.

Task No. 3 Complete employee candidate reference checks in timely manner as requested.

Task No. 4 Manage the Technology Lending Library at Burkemper, coordinate with ATB. Complete appropriate forms regarding staff starting and leaving positions.

Task No. 5 Retrieve and enter client information from/into various databases as requested. Complete data entry, collection, and review for programs as needed.

Task No. 6 Manage operation of the clinic, including scheduling, client check-in, monitoring the waiting room, and ensuring that clients return to appropriate residential site. Additional clinic duties as assigned, including ordering supplies and acting as a liaison between YIN and iFM staff.

Task No. 7 Keep monthly On Call Schedule updated in the SharePoint calendar.

Task No. 8 Receive and organize all grant purchases. Code all items to appropriate grant/funding source and provide receipt to accounting.

**ESSENTIAL RESPONSIBLIITES NO. 4 – 10% OF TIME**

Description: Facility Management

Task No. 1 Maintain all common areas in a clean and orderly manner.

Task No. 2 Act as a liaison with building cleaning crew and maintain communication log.

Task No. 3 Communicate with ATB for computer, technology, and phone-related issues.

Task No. 4 Schedule and oversee repairs for office equipment.

Task No. 5 Report building maintenance concerns to Maintenance Department through

 maintenance requests in SharePoint and to YP Management.

Task No. 6 Log/track all vehicles assigned to YIN site, including maintenance and

registration for vehicles.

Task No. 7 Complete monthly and bi-annual Safety Checklist for YIN site.

Task No. 8 Communicate, post, and enforce all safety policies and procedures at office/site.

**ADDITIONAL RESPONSIBILITES – 5% OF TIME**

Task No. 1 Provide other administrative duties and assist with special projects as needed.

Task No. 2 Attend all required trainings and meetings as needed.

Task No. 3 Develop and work toward professional goals in collaboration with supervisor.

Task No. 4 Handle confidential information professionally and maintain confidentiality at all times.

**Required Education and Credentials**

High School Diploma or equivalent.

**KNOWLEDGE**

Individual must be sensitive to the socioeconomic and cultural characteristics of the service population.

Knowledge of Microsoft office products and ability to navigate program specific software.

Ability to be CPR certified not required

**EXPERIENCE**

Previous office experience

**SKILLS**

Able to greet, both over the phone and in person, in a friendly and professional manner

Able to multi-task and handle multiple phone line system

Excellent verbal and written communication and organizational skills

Respectful of diversity

Good decision-making skills

Good computer skills

Attention to detail and high degree of accuracy

**ENVIRONMENTAL CONDITIONS**

This job operates in an office environment.  This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Work Environment is a #4.

**PHYSICAL REQUIREMENTS**

When performing the duties of the job, the employee is regularly required to talk, hear and write. Ability to lift 20 lbs. to carry supplies or donations.

**DRIVING REQUIREMENTS**

Driver’s License not required.

**OTHER INFORMATION WHICH WOULD BE HELPFUL DESCRIBING THIS JOB**

Must maintain confidentiality.

Must be sensitive to the client population served.

**Written By:** Cara Merritt, Kristi Hammond

**Approved By:** April Gabel

**Approval Date:** 12/19, 08/20, 6/22

**Employee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Printed or Typed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Note: This job description in no way states or implies that these are the only duties to be performed by the incumbent in this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities expected to meet job standards.

YIN is committed to equal opportunities for all applicants and employees without regard to ability/disability, age, ancestry, color, cultural background, faith/religion, gender, gender identity, gender expression, genetics, income, marital status, national origin, political belief/affiliation, pregnancy, race, sex, sexual orientation, veteran status, or any other characteristic protected by applicable law.