



JOB TITLE: ADMINISTRATIVE ASSISTANT I (FRONT DESK)
FLSA STATUS: Non-Exempt
SALARY RANGE: \$12.97 - \$16.86 Hourly
STATUS: Full-time
REPORTS TO: Senior Administrative Assistant

PRIMARY PURPOSE OF JOB

This is an entry-level position responsible for receptionist duties. The receptionist's role is to provide support activities to The Next Step to ensure an efficient, effective, and timely completion of processes in the program. This includes assisting all Directors with The Next Step with administrative duties as needed.

This description may not include all of the duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

General Duties and Responsibilities

- Greet visitors and assist them as needed. Ensure all visitors sign in and out as needed
- Answer phones, review voicemail and distribute voicemail messages to the appropriate employee in a timely manner. May cover phones for all programs
- Ensure the phones are turned over to the answering service when the office is closed; including holidays and when the inclement weather policy is implemented
- Monitor incoming faxes and distribute to appropriate staff
- Meter and prepare The Next Step outgoing mail and distribute incoming mail
- Copy all incoming approved plans for each person served and team members
- Assist with the scheduling of conference rooms
- Oversee any bulk mailings to ensure post office requirements are followed
- Assist all employees with copying, faxing, and mail
- Assist with preparing the conference rooms as needed for board meetings, conferences, and trainings
- Complete mail run to Springfield Regional Office, ARC, and DCO office one time weekly or as needed. Distribute mail to employees.
- Follow all procedures with transporting state records as needed
- Assist Directors of Abilities First with projects as needed
- Download and distribute incoming provider summaries
- Maintain the Intake/Transfer/Discharge logs as instructed by Director of Support Coordination
- Maintain Training Logs for Abilities First as instructed by Human Resources Manager
- Maintain Plan Tracking on all incoming and outgoing plans to Springfield Regional Office
- Track Guardian Surveys with assigned Director
- Prepare Activity List mailing labels and mailing labels as needed for Support Coordinators
- Assist Indexing State records as needed
- Cover Board desk during Board meetings and assist Office Manager with any preparation
- Assist Administrative Assistants with job duties as assigned by the Senior Administrative Assistant or a Director
- Assist Satellite offices at times with clerical needs
- Complete the mail run as assigned
- Other duties as assigned by the Directors of Abilities First
- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly

- Light lifting required. Extensive sitting
- Must be able to pass a background screening
- Must have a valid Missouri driver's license, an acceptable driving record, and auto liability insurance or other reliable transportation that meet the requirements set by Abilities First to attend meetings in locations other than at the Abilities First office as assigned
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 15 mbps* in order to work remotely from home with provided laptop and office equipment
- Perform other related work as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- This position demands good physical and mental health
- Must be able to move continuously for 2-3 hours at a time and be able to lift and/or carry 50 to 75 pounds
- Must also be able to sit for several hours at a time while completing receptionist duties
- Ability to communicate effectively, both orally and in writing
- Ability to operate phone systems, copy machines, computer software, and other office equipment
- Ability to establish and maintain effective working relationships with associates and supervisors
- Working knowledge of HIPAA guidelines, practices and exceptions
- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements
- Ability to establish effective working relationships with co-workers and the public
- Ability to bend, sit, stand, and stoop
- Demonstrates professional work ethic

CORE COMPETENCIES

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one's work and to invest one's time, talent and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.

- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- A High School diploma or its equivalency
- Experience with Microsoft programs preferred

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public.				X
Sitting: Must be able to sit for long periods of time.				X
Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date