

## Plaza Child Development Programs **Administrative Assistant**

**Salary:** Dependent upon Experience

**Status:** Non-Exempt

### **Definition**

Under the supervision of the Director of State Early Childhood Program, the **Administrative Assistant** will provide program support to the Director of State Early Childhood Program. This position is responsible for general clerical duties, including family fees for services, managing phone calls, greeting and assisting families and other visitors and conducting clerical support such as filing of highly confidential documents and typing or word processing of letters, reports and other forms.

### **Duties:**

- Copy and file documents into appropriate folders and/or binders.
- Prepare and archive documents for proper storage and destruction
- Create and maintain employee files
- Create, input and maintain required information into the appropriate computer file including staff credentials
- Welcome and receive visitors and other persons seeking assistance and direct them to the proper staff and monitor front entry as needed
- Answer incoming telephone calls; determine purpose of callers and forward calls to appropriate personnel or department as needed
- Maintain files of all incoming/outgoing correspondence, memos and any other documentation relevant to the services rendered by the program as needed
- Type and translate letters, reports and other program material as needed
- Use MS Outlook to enter due dates and appointments for self and supervisors
- Assists Supervisor with any special projects related to the overall operation of the program
- Enter and update participant's information in NoHo database accurately
- Create and send out Notices of Action to families with overdue accounts
- Collect payments, provide receipts and post payments to accounts
- Create weekly deposit reports for each site/program and transport family fee payments to main office
- Create monthly deposit reports and email to appropriate staff
- Create check requests for families requiring a refund of family fees due to overpayment
- Pick up mail from post office at least three times each week and deliver to appropriate offices
- Reach out to customers with unpaid family fees and attempt to collect from them
- Maintain files on the status of family fees accounts. Delete old accounts and clean up files
- Keep track of delinquent accounts and set up reasonable repayment plans of family fees
- Advise customers of default consequences and debt repayment policies. Terminate services if account remains unpaid
- Create invoices and mail on a monthly basis and as needed
- Create end of year records of payment upon client request
- Understand and review family fee documentation for accuracy
- Maintain confidentiality of all records
- May perform other duties as directed by supervisor including assisting with reports as needed

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### **Qualifications:**

#### **Education/Experience**

- Minimum of two (2) years paid office experience.
- Academic training may be substituted for a portion of the experience.
- Experience in the field of billing and/or customer service may be substituted for a portion of education (continuing education to complete a degree is expected).

#### **Special skills/Abilities**

- Strong commitment to the mission, policies, goals and philosophy of the agency.
- Bilingual (English/Spanish) with the ability to translate.
- Typing skills 45 wpm.
- Computer literate with hands-on experience in MS Word, MS Excel, MS Outlook and data management.
- Able to communicate effectively verbally and in writing.
- Must be organized, flexible and detail oriented.
- Must have the ability to perform math skills and understand its concepts.
- Must have the ability to nurture respectful relationship with clients and children, and must be sensitive to the cultural needs of the population served.

#### **Must have ability to:**

1. Work in close communication with Supervisor.
2. Must have the ability to nurture respectful relationship with clients and children and must be sensitive to the client cultural and socioeconomic characteristics
3. Establish effective communication and maintain effective working relationships with staff and community members, to support the services provided to children and families.
4. Be self-motivated with strong time-management skills and be concerned about self-improvement and career development.
5. Be able to relate well to all people of the community regardless of ethnicity, race, gender, religion or socio-economic background.
6. Carries out mission, vision, and values established by the President/CEO and Board of Directors

#### **Special Requirements**

- Must have a reliable automobile for use on the job (mileage to be reimbursed).
- Valid California Driver License. State required automobile insurance coverage.
- Successful completion of pre-employment physical and TB clearance, to be renewed every two years.
- Successful completion of background check including DOJ, FBI, CACI and National Sexual Abuse Registry.

#### **Physical Requirements:**

To perform this job the individual must be able to carry out all essential functions satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job.

Approximately 50% of time is spent sitting, while frequently required to walk, stand and bend. Must be able to talk and hear well. Good vision is imperative. Occasionally required to stoop, kneel, crouch or crawl. Employee will be required to lift and /or move unassisted up to 30 pounds.