



Phoenix Alternatives, Inc.

Providing persons with developmental disabilities the resources they need to achieve success and build connections in the community.

Title: Office Assistant

FLSA Status: Non-exempt

Supervisor: Program Director/ other assigned supervisor

Position Purpose: Ensure efficient daily site operations, provide clerical support, respectfully and professionally greet visitors and route phone calls.

Essential job functions noted below. (*)

Job Responsibilities:

Reception/ Front Desk

- * Screens all persons entering the building.
- * Uses correct sign-in procedures.
- * Maintains accurate census of staff and clients who are out of the building daily.
- * Directs visitors to necessary areas.
- * Is aware of and maintains accurate schedules for client meetings.
- * Maintains professional dress and appearance.
- * Maintains a consistent clean and well organized front desk.
- * Independently handle all but the most complex calls and visitor requests without additional assistance.
- * Assures client receipts and monies from purchases are turned in after each outing.
- * Arranges interviews with perspective applicants.
- * Manages multiple priorities and remains flexible and open to additional requests.

Communication

- * Follow guidelines for putting calls through to staff.
- * Directs calls to appropriate staff.
- * Uses voicemail systems effectively.
- * Receives and disperses messages efficiently/accurately.
- * Maintains data privacy and client confidentiality.
- * Screens calls from vendors and sales persons.
- * Greets visitors and team members politely and efficiently.
- * Maintains professional, respectful interactions with all PAI employees.
- * Follows all established data privacy laws related to all client and employee information.
- * Maintains confidentiality of company related information.
- * Is open to staff requests and responds promptly.
- * Types office correspondence accurately and efficiently as requested.
- * Makes sure staff receives correspondence in a timely manner.
- * Ensures employee birthday and anniversary cards are signed and mailed at the appropriate times.
- * Processes new client data as requested and in a timely and efficient manner.
- * Inventories all office and program supplies to maintain adequate supplies.
- * Ensures that office supplies are efficiently organized and readily accessible for staff.
- * Maintains all office equipment in good working order and ready for use, i.e., copier, fax, etc.
- * Requests purchase orders and gets supervisor approval in advance of supply purchases.
- * Places program supply orders and upon receipt, verifies that all items are correct.

- * Stocks supplies and maintains orderly consistent storage systems for all building and office supplies.
- * Shops for supplies as requested.
- * Hands in packing slips to supervisor in timely manner.
- * Maintains a system for tracking purchase orders and purchases made throughout the year.
- * Displays organizational skills that ensure ability to work independent of direct supervision.
- * Enters new employee information as requested in a timely manner.
- * Accurately files miscellaneous papers/correspondence as directed by manager/supervisor.
- * Ensures that staff has current car insurance on file/sends out reminders.
- * Accurately e-mails employee evaluation reminders to managers/instructors.
- * Maintain accurate in-service logs.
- * Reminds staff of any mandatory in-services missed and follows up to assure compliance.
- * Maintains up-to-date client home, census, fire drill, and attendance lists.
- * Requests Motor Vehicle Registration for current drivers on a timely basis.
- * Enters in-service data into database efficiently and accurately.
- * Sends out invoices, notices and site information as assigned.
- * Maintains adequate supply of New Applicant Information Packets.
- * Accurately maintains databases as requested.
- * Files client information appropriately.
- * Files client information accurately and as requested.
- * Maintains Material Safety Data Sheets and trains staff as requested.

General

- * Follows policies & procedures, values and Employee Handbook.
- * Adheres to all PAI standards related to safety.
- * When driving vehicles on work time, follows all applicable traffic laws.
- * Meets requirements/conditions to drive a company vehicle as assigned.
- * Follows time clock procedures.
- * Attends and documents all in-service training as required.
- * Assumes additional responsibilities as requested.
- * Follows designated work schedule.
- * Reports to and provides support at other sites as requested.
- * Respectfully works with adults with developmental disabilities and follows appropriate regulations in respect to the Vulnerable Adult Law.
- * Meets the following physical requirements of the position.

Perform lifting (less than 50 lbs usually)	18-25% of the time
Perform typing/data entry	70-90% of the time
Perform other duties such as sitting, standing, and walking	82-70% of the time

The above physical requirements are averages. The actual physical activity may vary from day to day.

Qualifications and Conditions of Employment

1. Proficient in:
 - computer skills
 - word processing
 - spreadsheet applications
 - typing and correspondence
 - filing
 - inventory management
 - phone skills
2. Possess excellent communication skills

3. Reliable transportation for work driving purposes, valid driver's license, and proof of valid car insurance.
4. Requirements to drive a PAI vehicle: willing to drive, demonstrate driving proficiency for assigned vehicle, meet insurance criteria for driving history, permit driving record checks as needed, and be 21 years of age or older.
5. Pass a DHS Background study and maintain clearance to provide direct contact services without continuous supervision.
6. Minimum: High school degree or GED & at least 18 years of age

Note: This job description is subject to change at the sole discretion of PAI.

I have reviewed and fully understand the job duties and qualifications above. I also understand that my signature does not imply a contract with Phoenix Alternatives, Inc.

Print Name

Signature

Date

AN EQUAL OPPORTUNITY EMPLOYER