

## Administrative Assistant

### General Statement of Duties

Performs professional human services work and administrative duties to support the ongoing efforts of the Area Agency on Aging to serve older adults throughout our 10-county region.

### Distinguishing Features of the Class

An employee in this class performs a variety of administrative support, records processing, data entry, customer service and related office duties. Work includes answering questions about the department by phone and/or in person; typing or data entry work; compiling information for reports; scheduling meetings; and creating and maintaining accurate files and records. The employee is expected to have a good understanding of the department and its services to respond to inquiries, including some technical knowledge about programs, policies, and procedures. Customer service duties require courtesy, tact and some independence of action particularly when encountering sensitive or confidential matters. Work typically follows established procedures; precedent setting situations are referred to others. Specific oral and/or written instructions and guidelines are available to apply to most work situations. Work includes the use of modern office technology including word processing, database, spreadsheet and/or specialized software. Work is performed under regular supervision and is evaluated through observation, conferences, and quality and effectiveness of the work completed.

### Duties and Responsibilities

#### Essential Duties and Tasks

Conducts community outreach, service coordination and data collection related to special initiatives and new programming opportunities.

Create marketing materials, update databases and compile data for State and Federal reporting requirements.

Provides administrative support to AAA program staff; Assists the Director with scheduling, program priorities, meeting coordination, and organizing daily activities.

Prepares a wide variety of documents including marketing material, correspondence, memoranda, etc. from hand written notes or verbal instructions; proofreads materials for typographical or spelling errors; copies, collates, binds, faxes, emails, and distributes information in various formats.

Helps set up for various events including assistance with presentation materials, ordering and coordinating food service; room arrangements; agenda materials, etc.

May take and transcribe meeting minutes.

Works in a variety of programs to plan service delivery for older adults and their caregivers; conducts outreach to seniors in need of services.

Gives presentations and provides training on senior related topics throughout the region; works directly with partner agencies, seniors, family members and caregivers to provide information and referral services.

### Recruitment and Selection Guidelines

#### Knowledge, Skills, and Abilities

Considerable knowledge of federal and state regulations as they relate to aging programs and the role of social and other service organizations in meeting the needs of the older population.

Knowledge of planning, program development and administration of service programs.

Ability to monitor and evaluate social service and other older adult programs.

Ability to communicate effectively, in written and oral form, individually and in groups with seniors and their families, public officials, community organizations, and the general public.

Ability to maintain effective working relationships with staff, public officials, and other persons assisting with the older population, and to work directly with seniors.

Ability to organize work and exercise independent judgment with minimum supervision for assigned tasks.

Ability to prepare and maintain accurate and detailed records.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, teaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use data or figures, operate a computer terminal and other office machines and equipment, perform visual inspections and do extensive reading.

#### Desirable Education and Experience

Graduation from a four-year college or university with a degree in a human service field or a considerable experience working with related programs in the field of aging; or an equivalent combination of education and experience.

#### Special Requirement

Possession of a valid North Carolina driver's license.

Certification by agencies to deliver assigned programs may be required.