



Job Description Office Assistant

Position Title:	Office Assistant
Reports To:	Provider Education and Support Manager
Classification:	Non-Exempt

Position Summary:

Under the supervision of the Provider Education and Support Manager, the Office Assistant is responsible for working collaboratively with the program department staff to provide quality customer service.

Primary Responsibilities:

1. Assist with correspondence and communication with child care providers, parents, and the community via telephone, email and in person
2. Maintain agency conference and board room schedule
3. Maintain office equipment, process postage for all mailings and assist with mailings
4. Provide quality customer service to all internal and external customers of the agency
5. Follow agency procedures to assure reporting of suspected child abuse and/or neglect
6. Assist at fundraising and training events when needed
7. React productively to change and handle all other work-related responsibilities as assigned

Qualifications:

1. Associates Degree or Bachelor's Degree in Business Administration, Office Management, Administrative Assistance or Secretarial Science (will consider equivalent work experience as a substitute for education requirement)
2. Two years administrative and/or customer service experience
3. Familiarity with basic office procedures, filing systems and equipment
4. Proficient in Microsoft Office Suite (Word, Excel, Publisher, PowerPoint, Outlook, Access and online event management system)
5. Excellent interpersonal communication and organizational skills
6. Ability to accept responsibility and work independently



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7. Proven ability to effectively manage a high volume of information and meet multiple deadlines
8. Valid driver's license and access to a vehicle covered by liability insurance with limits of \$100,000/\$300,000

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of Childcare Resources are employees "at-will". I have read and understand the responsibilities and requirements of this position.

Employee Signature

Date

Manager / Supervisor

Date