

## PERRY COUNTY BOARD OF DEVELOPMENTAL DISABILITIES POSITION DESCRIPTION

Position Title: **SSA Office Assistant**

Department: Service and Support Administration

Location: 445 West Broadway Street, Suite C, New Lexington, OH

Supervisor: Service and Support Administration Director

Normal Working Hours: 8:00AM – 4:00PM, Monday through Friday. May be required to flex schedule, but not routinely work more than 40 hours per week.

FLSA Status: Non-exempt, Overtime Eligible

Classification: Classified Civil Service

Salary Range: To be determined

Safety-sensitive: No

### **SUMMARY**

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The SSA Office Assistant is an operational position within the Perry County Board of Developmental Disabilities (PCBDD), meaning its primary role is to carry out daily responsibilities to create the highest level of efficiency possible to meet the expectations and needs of customers.

Under the direct supervision of the SSA Specialist and general guidance from the Service and Support Administration (SSA) Director, the SSA Office Assistant (SSA OA) is primarily responsible for coordinating, facilitating, communicating and supporting the work and needs of the SSA Department. The SSA OA also gives general guidance and direction to the SSA Support staff, as necessary. The SSA OA is a highly qualified professional who exemplifies extreme competence, efficiency, and reliability.

### **MINIMUM QUALIFICATIONS / EDUCATION / EXPERIENCE**

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- High School Diploma with 3-5 years experience as an office assistant (or equivalent) –OR– Associate's degree in related field
- Experience working with people with developmental disabilities
- Proven proficiency in Microsoft Office applications and exemplary typing skills
- Experience with computers, electronic machines and programs such as: office equipment, record-keeping systems, postage meter, phone systems
- Valid driver's license with acceptable driving abstract to meet criteria for insurability

### **KNOWLEDGE / SKILLS / ABILITIES**

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Knowledge of:

- Principles, rules, and methods of service and support administration set forth by Ohio Revised Code, Ohio Administrative Code, and PCBDD Policy and Procedure
- Accessing various web-based applications and conducting research via the internet

Skills in:

- Excellent verbal and written communication and effective interaction with internal and external customers, including advanced proficiency with technical writing, grammar, and proofreading

- Organizing and coordinating meetings, trainings, and conferences
- Human relations and establishing positive rapport with people
- Proficient use of Microsoft Office and general computer and data entry applications

#### Abilities to:

- Demonstrate a high level of professionalism, including a positive business image with a great degree of discretion, sensitivity, confidentiality, attention to detail, and reliability
- Manage multiple priorities, meet tight deadlines, and perform multiple tasks simultaneously
- Maintain flexibility in work schedule
- Solve practical problems and deal with a variety of variables in situations where limited options may exist
- Interpret a variety of instructions furnished in written, oral, or other form
- Maintain confidentiality of records, information, and program matters
- Comply with the Bill of Rights for people with disabilities

### ***PROBATIONARY PERIOD***

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300 days

### ***WORKING CONDITIONS***

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Notice – Working conditions may exist that are not as such as normally existing in the occupation of the public employee. These conditions may include exposure to blood borne pathogens, communicable disease, potentially infectious material, and/or aggressive behavior.

Work Environment – 85% in office, 15% travel and out of building commitments, no telecommuting possibility. Expected to work as scheduled. Regular and predictable attendance and performance is an essential function of the position.

Work Pace – Normal working hours are 40 hours per week, typically Monday through Friday, as assigned by supervisor. Daily schedule must be flexible with the availability to work outside normal business hours and regular, including late evenings at least once monthly.

Physical Demands – Position requires long period of sitting with brief periods alternating between standing and walking. May need to physically lift, carry or move materials up to 50 pounds.

### ***POSITIONS SUPERVISED***

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None

### ***ESSENTIAL DUTIES, RESPONSIBILITIES AND EXPECTATIONS***

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40 % OFFICE OPERATIONS

Perform office duties, including organization, preparing and processing correspondence, proofreading, and hard-copy or electronically file a variety of complex and confidential materials

for the SSA Department. Maintain the Service Coordination network drive. Handle routine matters independently.

Monitor the supply inventory for the SSA Department. Complete purchase requests, order supplies and equipment, and research and complete new product purchases. Distribute supplies and equipment, as necessary. Source vendors for needed materials, supplies, equipment, and service; negotiating terms, as necessary.

Coordinate conference room scheduling, specifically for external requests. Coordinate and distribute interoffice communication.

Connect and collaborate with other PCBDD departments and community agencies, as needed or requested.

35 % STAFF SUPPORT

Assist SSA Department staff by making copies, filing, scanning, faxing, making phone calls, screening phone calls and visitors, drafting correspondence, distributing information, scheduling meetings, appointments or interviews, and other tasks as requested.

Serve as a support and resource to the SSA Department staff, providers, visitors, etc. Answer questions, troubleshoot issues and concerns, and provide quality assurance.

Record and process minutes at SSA Department meetings and other committee meetings in the SSA Department, as necessary.

20 % SSA (POSITION) SUPPORT

Serve as back up to support, share, and collaborate to perform front desk receptionist duties, including but not limited to: periodic phone coverage, routing calls, taking messages, and greeting visitors in a professional manner. Additional assistance to SSA Support Staff may be necessary.

Receive and process incoming mail and (inter-office and other) facsimile communications. Process outgoing mail, including postage meter operations, as necessary.

Develop and implement cross training of various office duties within the SSA Support position.

5 % MISCELLANEOUS

Perform other duties as requested or assigned to meet the needs of the SSA Department, including SSA Department special projects and/or activities. Attend training, as necessary.

**DECLARATION**

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As a Perry County Board of DD employee, the job incumbent shall comply with all PCBDD policies at all times, and shall demonstrate respect for, support dignity of, and observe the rights of all individuals served by the agency.

I have read these position description qualifications/requirements for this position, and to the best of my knowledge, I believe I can perform these duties.

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Signature

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Date