**REDWOOD COMMUNITY ACTION AGENCY**

**YSB ASSISTANT I (Administrative Services)**

#### POSITION PURPOSE

Under the general supervision of the Division Director, or their designee, the Assistant I will assist with administrative or program functions, including duties of general office manager. The Assistant I will assist with the coordination of general office operations at the central office and outlying programs, coordinate resources, data collection, and information and referral program components.

#### ESSENTIAL JOB FUNCTIONS

Specific Tasks:

* Process, facilitate and keep track of supplies procurement, publications, furniture and equipment
* Maintain client file system and ensure confidentiality of records
* Maintain data management information systems, and record/track division or program donor list
* Coordinate the distribution of incoming and outgoing mail, if needed
* Maintain the in-house and cellular phone systems; including troubleshooting, updating voice mails, provide assistance and training regarding the phone systems to staff, also act as a liaison to telecommunications contractor; as assigned
* Attend division management meetings, assist in compiling agendas, taking minutes, and participate in division-wide planning activities; if required
* Serve as division representative on RCAA Safety Committee, as assigned
* Coordinate and prepare for all monthly division staff meetings, as assigned
* Run departmental errands (in vehicle); including mail run to the RCAA main office or post office, supply purchases, grant support, attend agency meetings
* Organize, produce, and photocopy agency literature such as brochures, newsletters, posters, advertisements, and additional outreach material
* Other duties as assigned or necessary

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Word processing, database management, spreadsheets, and electronic communications (email, creating distribution lists, participating in list serve, generating e-newsletters, brochures etc.), and operate a PC computer with proficiency
* General office principles, practices, and procedures
* Writing letters of inquiry, proposals, thank you notes, etc.

### Ability to:

* Present self and programs in a highly professional manner
* Accept responsibility and perform work with minimum supervision while actively participating as an engaged team member
* Handle multiple projects simultaneously, work independently and meet deadlines
* Identify and perform tasks needed for office management and the ability to prioritize these tasks correctly and efficiently
* Compose routine correspondence when requested, using correct grammar and spelling
* Work under pressure in a busy office setting and efficiently multi-task
* Communicate clearly and efficiently, written and orally; and competent in English grammar, punctuation and spelling
* Pay attention to detail, use strong editing skills and commit to accuracy
* Demonstrate good organizational skills and manage multiple tasks in an efficient manner
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
* Develop strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms
* Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate
* Maintain a professional, confidential work environment
* Establish and maintain personal and programmatic boundaries while providing support services
* Conduct self in a professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and the Employee Code of Conduct
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

**MINIMUM QUALIFICATIONS**

* One year office/administrative experience with increasing responsibilities

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
* Must have means and capacity to perform job related duties with personal vehicle, as may be required
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record
* Submit to fingerprinting for criminal record clearance and background checks with acceptable results
* Valid First Aid and CPR certification or willingness/ability to be certified, if required
* Proof of required education (i.e. AA, BA, MSW, etc.) if applicable
* Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

**NOTE FOR ALL EMPLOYEES**

* This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
* This position is considered a **“safety-sensitive”** job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.
* RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster, or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety precautions.

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE YSB ASSISTANT I –** Working in the Youth Service Bureau Division (YSB)/Community Care Licensed Facility #125000571 and serving under the direction of the YSB Division Director, or their designee.

**POSITION PURPOSE**

The YSB Administrative Assistant I will assist with and contribute to the smooth operation of the YSB programs and goals. The Administrative Assistant I will help to assure that the sheltered youths, ages 12-21 that are in the TLP/Shelter Programs, and are runaways, homeless or at-risk; are maintained in an environment that meets the comfort, safety, and security needs of each resident.

**OTHER JOB FUNCTIONS AND/OR REQUIREMENTS**

* Must be at least 21 years of age per Community Care Licensing requirements
* Have knowledge of and experience with issues affecting youth, at-risk youth, runaway youth, street youth issues, child abuse, suicide, transgender issues, gay/lesbian/bisexual youth, sexual assault and human trafficking
* Maintain and process fiscal requisitions excel database
* Be a strong contributor in team environments
* Assist with the upkeep and general cleanliness of the building(s); the overall cleanliness and organization of office areas/living areas, including bathrooms/minor building maintenance
* Have ability to transport youth to appointments when needed

On file

**EXECUTIVE DIRECTOR DATE**

On file

**DIRECTOR OF HUMAN RESOURCES DATE**

I have read, understand, and agree to perform the job functions as outlined above:

Print Name Signature Date