

# CHILD CARE AWARE OF VIRGINIA

## SUPPORT SERVICES ASSISTANT

### Job Description

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To Whom Reports:	Director of Support Services
Location:	Child Care Aware of Virginia
Position Status:	Part-time / <b>Exempt</b>
FTE:	.625 FTE = based on 25 hours per week
Pay Range:	\$12 to \$16 per hour
Benefits:	Retirement after 12 months employment
Position Type:	Grant/Project Funded

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#### **I. Job Purpose**

This position is responsible for providing administrative assistance to administrative and program staff.

#### **II. Essential Functions and Responsibilities**

- Front-line support position providing front desk/phone coverage and reliable customer service.
- Perform various office administrative support duties, including, but not limited to, handling mail, answering phones, filing, database entry, and word processing.
- Assist in the daily work flow of the organization to facilitate meeting of agency goals, objectives and guidelines.
- Assist with internal and external communications appropriate to the implementation of programs and/or projects.
- Provide basic/preliminary technical assistance to participants/recipients of programs/projects.
- Respond to and direct requests for information from the public.
- Maintain accurate records and reports (data entry, documentation, filing, etc.).
- Ensure that all required program-related paperwork is complete and correct.
- Assist with fund development projects including grant requests and solicitation of donations/contributions as needed.
- Assist with day-to-day bookkeeping needs as instructed by the Fiscal Agent and/or Executive Director.
- Attend meetings, trainings, workshops and conferences as assigned.
- Attend and assist with the coordination of organizational promotional events as needed.
- Assume any and all other duties as necessary for the successful implementation of program as assigned by the Executive Director or Supervisor.
- Abide by the policies and procedures as set forth by Child Care Aware of Virginia.

#### **III. Other Duties and Responsibilities**

- Work may include other responsibilities as it relates to the mission of Child Care Aware of Virginia.

#### **IV. Supervisory Controls**

Work under the general supervision of the Director of Support Services. The Support Services Assistant employs independent thinking and professional judgment in performing the responsibilities of this position. Work is reviewed in terms of accomplishment of established goals, objectives and tasks, in addition to the effectiveness of advice, counsel and assistance provided.

#### **IV. Knowledge, Skills and Abilities Required**

- Minimum Associates degree in business or human services/related field that relates to the job function of this position.
- Minimum of two years of work experience in an administrative support capacity. Non-profit work experience a plus.
- Proven bookkeeping experience and knowledge of QuickBooks.
- Must possess excellent technical/computer skills with solid knowledge of Microsoft Windows Operating System, MS Office Suite (Word, Excel, Publisher, PowerPoint) and possess excellent typing and data entry skills.
- Excellent communication skills, both verbal and in writing.
- Bilingual capabilities a plus.
- Excellent, professional and courteous telephone skills.
- Must exercise confidentiality, sensitivity and discretion at all times.
- Must be able to work with customers and colleagues of varying socioeconomic and cultural backgrounds and socio-political, personal belief systems.
- Must be able to organize work and project needs to meet the demands of the agency and ensure timely and effective support to agency staff, customers and partners.
- Must have a valid driver's license.
- Must pass a criminal history check.
- Must be able to travel as needed to fulfill the job requirements (limited requirements).

#### **V. Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is required to sit, stand, walk, talk, read, write, and/or hear. Vision abilities required by this position include close and distance vision, including the ability to drive a car and work on a computer. The noise level in the work environment is usually moderate.

#### **VI. Working Conditions and Environment**

Work is performed at the Child Care Aware of Virginia office. Must be able to travel with personal transportation within regional service delivery area and attend local and/or out-of-state training and other related meetings/trainings as requested.

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