

RAMP

Purpose, Parameters, Qualifications, Activities and Performance Indicators

For the position of

OFFICE ASSISTANT/I&R SPECIALIST

- I. **PURPOSE OF POSITION:** To perform receptionist duties for the agency, to be an information and referral source for all staff and the community, and to provide clerical support to the staff under the direct supervision of the County Manager. Recruits and provides orientation for individuals who are interested in being Personal Assistants (PA). Works with DHS/Department of Rehabilitation as needed in regards to consumer and PA issues.
- II. **POSITION PARAMETERS:** Reports directly to the County Manager; Full-time; Salaried non-exempt; travel and expenses reimbursed; full health and dental benefits; vacation, sick and personal leave time.
- III. **MINIMUM QUALIFICATIONS:**
 - A. Associates Degree in a field related to the positions job activities, or, equivalent education and work experience;
 - B. Four years of proven, successful work experience in work similar to the position's job activities;
 - C. Excellent written and verbal communication skills and the ability to present information in a clear, concise manner;
 - D. Literacy in computer applications including word processing, excel, and database management;
 - E. Ability to handle multiple tasks while maintaining deadlines and answering phones in an active work environment;
 - F. Professional manner in dress and when interacting with others both inside and outside of the organization;
 - G. Reliable transportation;
 - H. Good team working skills;
 - I. Self-motivated;
 - J. Personal experience and/or an intimate knowledge of the Independent Living Philosophy;
 - K. Strong desire to see the Independent Living Philosophy carried out in the community.
- IV. **JOB ACTIVITIES AND PERFORMANCE INDICATORS (in order of priority):**
 - A. **Reception of visitors and incoming phone calls.**
 - PI. Cordially greet and assist all persons calling or visiting RAMP.
 - PI. Attempt to assist persons calling or visiting the agency no matter what the request and refer them properly.
 - PI. Contact appropriate center staff when a visitor or caller needs their assistance.
 - B. **Information and referral source for the community and staff.**
 - PI. Research and be ready to answer any questions that staff, consumers, Board members, and the public may have concerning RAMP and other community services and programs using branding language.
 - PI. Enter referrals into CIL manager and submit to the County Manager for delegation.
 - PI. Search Internet for information and resources.
 - PI. Keep periodicals organized for further research.

- PI. Refer questions and calls to specific personnel only after you have attempted to answer general questions that are not staff specific.
- PI. Maintain updated lists and other written materials (i.e., durable medical equipment provider list).

C. Provide clerical support to staff.

- PI. Assist in typing correspondence, statistical reports, setting up and maintaining filing systems, faxing, and telephone contacts.
- PI. Track and order all office supplies and submit purchase orders for approval.
- PI. Assist in daily date stamping and distributing incoming mail.
- PI. Attend staff meetings and all appropriate in-services and staff trainings.
- PI. Keep accurate account of all equipment loaned out and provide for the timely return of that equipment.
- PI. Maintain work area and equipment in a neat, clean and orderly manner.
- PI. Assist when needed with bulk mailings and USP mailings.
- PI. Assist in filling out contribution forms and forwarding them to appropriate staff.
- PI. Distribute faxes to staff as soon as they come in.
- PI. Take messages off answering machine. Change message on answering machine as necessary.
- PI. Alert the Human Resources Director of any needed equipment/facility repairs.
- PI. All other duties as requested.

D. Responsible for the Personal Assistant Referral Program Activities.

- PI. Reviews PA application for referral program and ensures all criminal background checks are completed.
- PI. Schedules and conducts regular PA Orientation classes.
- PI. Maintains accurate and updated PA list to share with consumers.
- PI. Maintains accurate Master PA list.
- PI. Provides assistance & guidance to PA's
- PI. Stay abreast of local, state, and federal issues impacting consumers who receive PA Services.
- PI. Meet with County Manager on a regular basis to discuss PA program goals and objectives.

E. ITAC Amplified Phone Program

- PI. Assist eligible ITAC Free Amplified Phone Program recipients with processing applications.
- PI. Demonstrate products for ITAC amplified phone program
- PI. Present information regarding programs for community businesses and organizations and work at community events and booths.
- PI. Ensure consumer satisfaction with the product selected by following up within two weeks from date of selection.
- PI. Submit information required for ITAC monthly billing.

F. Reports/Paperwork

- PI. Complete all required internal paperwork (Time Force, and expense Reports, etc.) in a timely and accurate manner and submit to County Manager.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Revised: 2/2018

ADA CHECKLIST FOR PHYSICAL ACTIVITIES & REQUIREMENTS, VISUAL ACUITY, AND WORKING CONDITIONS OF THE POSITION

Title: Office Assistant

1. The physical activity of this position. (Please check all that apply)

- A. Kneeling. Bending legs at knee to come to a rest on knee or knees.
- B. Crouching. Bending the body downward and forward by bending leg and spine.
- C. Reaching. Extending hand(s) and arm(s) in any direction.
- D. Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- E. Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- F. Grasping. Applying pressure to an object with the fingers and palm.
- G. Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- H. Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- I. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

2. The physical requirements of this position. (Please check only one)

- A. Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

3. The visual acuity requirements including color, depth perception, and field vision. (Please check only one)

- A. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.

4. The conditions the worker will be subject to in this position. (Please check all that apply)

A. None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work.)