

RAMP

Purpose, Parameters, Qualifications, Activities and Performance Indicators
For the position of

OFFICE ASSISTANT/I & R SPECIALIST w/ Financial Responsibilities

- 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 Senior Accountant.

- II. **POSITION PARAMETERS:** Reports directly to the Senior Accountant; 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. Two 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; QuickBooks
 - 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):**
 - A1. **Reception of visitors and incoming phone calls.**
 - PI. Cordially greet and assist all persons calling or visiting RAMP, provide sign language and TDD communication with consumers and other persons visiting the agency.
 - 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.

- PI. Perform other receptionist duties as assigned (directing persons to the restroom, soda machine, etc.) offering coffee, giving them RAMP/IL info to read).

A2. 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, RAMP builders list) that are often requested by the community.

A3. Provide clerical support to the staff.

- PI. Assist in typing correspondence, statistical reports, setting up and maintaining filing systems, faxing, telephone contacts, maintain an accurate daily services report form, updating of databases, etc.
- PI. Assist in daily date stamping and distributing incoming mail.
- PI. Attend staff meetings and all appropriate in-services and staff trainings as directed by the County Manager.
- 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 Data Analyst
- PI. Keep copier, fax and printer filled with paper.
- PI. Alert the Human Resources Director of all needed equipment or building repairs.
- 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. Assist staff with TBI Program's administrative tasks, billing preparation, etc.
- PI. All other duties as requested.

A4. Financial/Bookkeeping

- PI. Enter & code all bills for review and approval.
- PI. Ensure all bills approved are paid in an accurate and timely manner.

- PI. Run and post credit card transactions.
- PI. Enter manual checks.
- PI. Complete BI billing in an accurate and timely manner.
- PI. Complete Part C and Freeport Grant requests. PMS FUNDS
- PI. Check for online donations and ensure donors receive acknowledgement in a timely manner.

A5. ITAC Amplified Phone Program

- PI. Assist eligible ITAC Free Amplified Phone Program recipients with processing applications.
- PI. Demonstrate products 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 and marketing reimbursements

A6. Reports/Paperwork

- PI. Complete all required internal paperwork (srfs, timesheets, expense Reports, etc.) in a timely and accurate manner and submit to County Manager.
- PI. Ensures all quarterly and annual DRS/PA reports are approved by the County Manager and submitted to the Services Director by the 5th of the month.

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: 2/18

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.)