



COMMUNITY ADVOCATES
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POSITION DESCRIPTION

POSITION TITLE: Administrative Assistant
CLASSIFICATION: Non-Exempt
DEPARTMENT: FSET
POSITION REPORTS TO: FSET Administrative Assistant Supervisor

Job Summary: The Administrative Assistant will assist the department by performing any combination of entry-level clerical duties requiring general knowledge and the application of various work methods and procedures.

Essential Job Duties:

- Answer general inbound calls and place outbound calls with the goal of increasing business, customer satisfaction, and customer retention
- Follow basic procedures and scripts, using fundamental knowledge of company and project directories, services and products to assist customers and clients
- Type or generate letters and other documents as necessary
- Assist in the maintenance of the office record and filing systems
- Retrieve, log, and route correspondence (faxes, email, letters, etc.)
- Prepare outgoing or log incoming shipments
- Ensure document control of mail and project correspondence
- Perform other duties as assigned by leadership

Education and Experience Requirements:

- High school diploma or GED required
- Proficient in the use of Microsoft Office products
- Excellent organizational, written, and verbal communication skills
- Ability to perform comfortably in a fast-paced, deadline-oriented work environment
- Ability to work as a team member, as well as independently
- Must be able to remain in a stationary position for an extended period of time
- Occasionally lifts, carries, or otherwise moves items weighing up to 25 pounds
- Work is constantly performed in an office environment

Community Advocates, Inc. is committed to affirmative action, equal opportunity, and the diversity of its workforce. To apply email your resume and a cover letter with "FSET Administrative Assistant" in the subject line to jobs@communityadvocates.net.