

Brevard C.A.R.E.S.

Brevard C.A.R.E.S. Executive Assistant

Department: Brevard C.A.R.E.S.

Reports to: Executive Director

Job Code: CARES10

Labor Type: Full Time

Band: None

Salary/wage Grade: N-4

Division: Brevard C.A.R.E.S.

Status: Non-Exempt

Position Summary: This position supports the Brevard C.A.R.E.S. Executive Director and serves as the Board Liaison while providing administrative support to the Brevard C.A.R.E.S. team. This position also serves as a receptionist for the Brevard C.A.R.E.S. facility. This includes managing the front desk to greet and respond to visitors and answering and directing incoming calls. Additional duties include preparation and support for management presentations, minute taking, data compilation, processing expense reports, maintaining records, maintaining the File on Q System, providing support in the accreditation process, copying, scanning, faxing, and opening and distributing mail for mass mailings.

Technical/Functional Expectations:

1. *Maintain Files and File on Q-Essential Function:* This position is responsible for creating a new case record in the File on Q System, storing and retrieving files in accordance with established procedures in order to ensure the timely access of information and records.
2. *Facility Oversight including Equipment-Essential Function:* This position is responsible for oversight of the Brevard C.A.R.E.S. facility including the troubleshooting of any equipment malfunctions and calls for maintenance (if necessary) in order to prevent office and work disruption and provide timely resolution. This position serves as the first tier in this process in accordance with established procedures and COA standard of Administrative Services Environment.
3. *Executive and Administrative Support-Essential Function:* This is required to provide support to the Executive Director, Program Managers, Supervisors and staff. This position handles highly sensitive material, makes travel arrangements and maintains required directories and listings. This position also transcribes, formats, inputs, edits, retrieves, copies, and transmits text, data, and graphics in order to produce documents and presentations.
4. *Switchboard Operation-Essential Function:* This position is required to answer and direct callers in a professional and efficient manner and to assist guests to the facility with superior customer service skills.
5. *Board Liaison to the Board of Directors-Essential Function:* This is required to provide support to monthly Board meetings, maintain board binders, board rosters and contact information as well as minutes and related activities. This position also updates the Board portal and makes arrangements for the annual Board meeting and retreat.
6. *Other duties as required:* Job performance requires fulfilling other incidental or related duties as assigned, assisting and training others, and performing duties of higher rated positions from time to time for developmental purposes.

Behavioral Competencies:

1. *Customer Service:* Able to anticipate and respond to customer's needs, concerns, or questions in order to meet or exceed their expectations; help evaluate needs and options; show care and concern to demonstrate customer importance and value.
2. *Diligence:* Able to persevere in accomplishing tasks or objectives; commit to long hours of work; do everything possible to reach goals; have a sense of urgency about getting results.
3. *Develop Relationships:* Able to relate with others while building credibility and rapport; give personal support and reassurance; put others at ease; build cooperative relationships.
4. *Attention to Detail:* Able to be thorough and complete when working with assembling, processing, or providing detailed information; track details even when under pressure.
5. *Integrity:* Able to demonstrate consistency of words and actions; protect confidential information; do what is right even when no one is watching; demonstrate sound business ethics; consistently comply with organizational values.
6. *Problem Solving:* Able to exercise judgment in building realistic solutions to problems; understand the real issues behind problems; use common sense and take practical action to solve problems.
7. *Sensitivity:* Work effectively with and show sensitivity to cultural differences and various socio-economic backgrounds of others.
8. *Ethics:* Adhere to and model principles and values of Agency and System of Care by being strength-based, solution-focused, maintains highest level of integrity and ethical standards and work collaboratively with employees, partners, stakeholders and clients in all interactions.

Business Experience:

1. *Minimum 3+ years Administrative Exp. Supporting Key Staff:* Prior administrative support of a high level management position is required in order to provide the expected level of support.
2. *Effective Written Communication Skills:* This position is responsible for drafting memos, correspondence, meeting minutes, etc., and for ensuring a professional product for public consumption.
3. *Superior Customer Service Skills:* This is required to create and project a positive, helpful, professional and solution focused experience for callers and visitors.
4. *Effective Verbal Communication Skills:* This is required in order to create a positive experience in person and over the telephone for consumers by exhibiting professional verbal communication and a professional demeanor at all times.
5. *Valid Driver's License-Preferred:* This position may requires travel throughout Brevard County.
6. *Microsoft Office Application:* This position requires intermediate knowledge of Microsoft office applications.
7. *Strong Organizational and Prioritization Skills:* This is required in order to effectively and professionally respond to a heavy workload in a fluid and dynamic environment.

Educational and Experience Requirements:

1. High School Diploma required.
2. AA/AS - Associates Degree or equivalent preferred.
3. 3+ years related experience required.
4. 5 + year's experience with non-profit exposure preferred.

Physical Requirements:

1. Lifting 20 pounds
2. Carrying 20 pounds
3. Sitting
4. Standing
5. Bending
6. Reading
7. Listening
8. Typing
9. Writing

I have read the official job description for the position identified above specifying the knowledge, skills and abilities required in addition to physical requirements and the work environment. I further certify that I am able to perform the essential functions as identified in the job description for this position with, or without reasonable accommodation.

Employee Name (Printed)

Date

Employee Signature

Supervisor Name (Printed)

Date

Supervisor Signature