

JOB DESCRIPTION

JOB TITLE: Administrative Assistant II,
DIVISION: Child Care Resource & Referral
DEPARTMENT: Professional Development & Training
DIRECT SUPERVISOR: Director of PD & Training

OFFICE LOCATION: Durham
SERVICE AREA: Durham
CLASSIFICATION: Non-Exempt
HOURS PER WEEK: 40

JOB SUMMARY:

Provides professional support to the Director and his/her team in a diverse customer environment.

DUTIES AND RESPONSIBILITIES:

- **Facilitate workshops**
 - Available to open and close facility
 - Attend to trainer needs during the learning event (daytime, evenings and weekends)
 - Coordinate use of venues for learning events
- **Training Database (ABC)**
 - Data entry for registrants for learning events
 - Database clean up
 - Format and advertise learning events
 - Pull data for various reports as needed
 - Provide maintenance of training database and training calendar—implementing new features
 - Overall operation of training database
- **Process training event**
 - Receiving registrations, taking payments, verify attendance, etc
 - Collect and distribute learning event documents and materials
 - Distribution of evaluations and certificates
- **Customer service**
 - Receive calls from the providers and handle routine assignments, channeling “non-routine” assignments to Director
 - Address walk-ins
 - Assist in providing front desk coverage as needed
- **General office management**
 - Organize bulk mailings
 - Process departmental purchase requisition and check requests
 - Perform general administrative tasks as needed (filing, etc)
 - Order general office supplies as needed—maintain inventory of ordered supplies
- Assist staff in preparation and planning of agency events (i.e., A.S.K. Conference and other events)
- Perform duties as deemed necessary by agency leadership
- Attend monthly department meetings, prepare minutes and assist with correspondence regarding meetings.
- Treat information on CCSA clients, employees or Board members in a confidential manner

SPECIAL SKILLS:

- Effective oral and written communication skills with internal and external clients
- Computer experience; knowledge of or demonstrated ability to learn database programs; proficient in Excel, Word and Internet research
- Attention to detail with ability to accurately handle large volumes of administrative work
- Work efficiently and accurately, while projecting a professional, customer-oriented image in an atmosphere of frequent interruptions

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Two years college and two years related experience.

SPECIAL WORKING REQUIREMENTS:

- An automobile at his/her disposal; a valid, non-suspended NC driver's license and a current automobile liability policy with continuous coverage. Reasonable accommodations may be made at agency's discretion.
- Must be able to manipulate and operate office supplies and equipment. Occasionally required to lift up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities
- No substantiation or criminal conviction of child abuse or neglect
- May work in shared office space
- Some local driving required, and occasional weekend or after hours work may be required

SALARY HIRING RANGE: \$23,400 - \$26,910

Please submit resume to Hr@childcareservices.org

Please note that both ranges reflect salaries for a full-time employee and must be adjusted for hours fewer than 40.

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