

## JOB DESCRIPTION

**JOB TITLE:** Administrative Assistant II  
**DIVISION:** Systems, Research & Develop  
**DEPARTMENT:** IT Statewide Project  
**DIRECT SUPERVISOR:** IT Project Manager

**OFFICE LOCATION:** Triangle Area  
**SERVICE AREA:** Statewide  
**CLASSIFICATION:** Non-exempt  
**HOURS PER WEEK:** 40

**JOB SUMMARY:** Provide administrative, data entry, project coordination and logistical support for the NC Infant Toddler Quality Enhancement Department. Provide back-up support to agency reception staff.

### DUTIES AND RESPONSIBILITIES:

- Treat information on CCSA clients, employees or Board members in a confidential manner
- Enter and maintain accurate program data in departmental databases and reports
- Manage daily correspondence including writing, transcribing, editing, and proofing e-mails and letters
- Assist with special projects including research and preparation for speaking engagements
- Coordinate meeting logistics
- Assist with content management and maintenance for websites and other social media platforms
- Fill orders for external and internal requests for information, material and other resources
- Pull data for programmatic uses or requests from community partners, as assigned
- Assist with department evaluations by conducting phone surveys and tracking survey participant and completion information
- Assist with appointment scheduling, follow-up, and collection of necessary documentation from clients
- Order and stock general office supplies, departmental brochures and resources; maintain a supply inventory
- Assist with purchasing orders and tracking of expenses
- Coordinate, prepare and track bulk mailings
- Maintain and organize departmental files
- Perform various other administrative tasks including copying, faxing, printing, etc.
- Assist office with occasional front desk/reception coverage
- Perform other tasks as assigned by agency leadership

### SPECIAL SKILLS:

- Effective oral, written and interpersonal communication skills with internal and external clients
- Strong command of Microsoft Office and Google Platform
- Attention to detail with ability to accurately handle large volume of administrative work

### EDUCATION AND EXPERIENCE REQUIREMENTS:

- Two years of college. Two years administrative experience with a variety of office responsibilities
- Data entry and experience preferred

**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 require need for flexible schedules, including occasional evening and weekend work.
- May work in shared space

**Submit Cover Letter and Resume to [HR@childcareservices.org](mailto:HR@childcareservices.org)**

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

Please submit your resume to [HR@childcareservices.org](mailto:HR@childcareservices.org)