



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Title: Administrative Support Specialist
Department: Choice Neighborhood Initiative (CNI)
Reports To: Family Services Director
Location: Newport News

SUMMARY: The Administrative Support Specialist provides administrative support to the program staff responsible for the delivery of case management and programs to the Choice Neighborhood Marshall-Ridley community. The administrative specialist responsible for performing administrative work of moderate difficulty and variety in support of professional, technical or administrative functions. This position will contribute to the efficiency of the overall organization by ensuring assigned administrative duties are carried out timely and will assist all HRCAP programs with intake, filing, and other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

Administrative Duties

- Assists in planning client appointments, correspondence, file management and travel for program staff.
- Receive and screen phone calls and redirect them when appropriate.
- Prepare purchase orders for department.
- Prepare timesheets for staff and submit to department managers.
- Assist Program Staff and HRCAP Leadership as needed.
- Conduct research and prepare presentations or reports.
- Schedule program staff travel, reconcile travel, and all expenses in alignment with organizational policy.
- Monitor/order office supplies and assist staff with negotiating terms with suppliers to ensure the most cost-effective orders.
- Maintain electronic and paper records ensuring information is organized and easily accessible.
- Establish and maintain strong relationships with assistants of other departments.
- Handle confidential documents ensuring they remain secure.

Operations and Programs

- Attend meetings at the direction of the leadership to record and disseminate notes from weekly meetings and assigned subcommittee board meetings.
- Create and distribute monthly department dashboard.
- Enter program data into various client management systems (Empower/Credco, CounselorMax, etc.).
- Assist all HRCAP programs with intake, filing, and other duties as assigned.
- Assist department with managing IT support requests (computer, telephone, tablets).
- Monitor, respond to, and distribute incoming and outgoing correspondence and communications.

- Ensure the Program Manager is prepared for all meetings – collecting, researching, and/or preparing all briefing materials – and then follow-up afterwards, as appropriate.
- Collaborate with all program components to prepare and coordinate correspondence, presentations, and reports.
- Provide roundtrip transportation services to Seniors enrolled in Dining Program.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Demonstrated ability to prioritize conflicting needs while handling matters expeditiously, proactively, and following through on projects to a successful completion.
- Experience with calendar management, including the coordination of complex executive meetings.
- Experience making travel arrangements, preparing detailed travel itineraries and agendas.
- Excellent listening and communication skills: ability to present information professionally, concisely, and effectively, both verbally and in writing.
- Demonstrate excellent judgement and ability to solve problems.
- Ability to work independently as well as in a team-oriented environment.
- Ability to efficiently manage multiple priorities and projects.
- Strong attention to detail and exceptional organizational skills.
- Ability to interact with staff at all levels in a fast-paced environment, remaining flexible, proactive, resourceful, and efficient, with a high level of professionalism and confidentiality.
- Experience in associations or non-profits desirable.
- Meeting planning experience desirable.

SUPERVISORY RESPONSIBILITIES

May supervise volunteers as assigned by Family Services Director.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safe guards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found.

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director.

Be accountable for all staff who are out on lost time accidents and actively initiate light duty return to work as soon as possible.

Be accountable for the failure of all staff who fail to follow safety rules and regulations, and acceptable work practices.

Discipline those who disregard safe work practices and procedures.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Minimum of three years of experience supporting executive-level positions.
- Expertise in MS Office-Excel, PowerPoint, and Word.
- Must possess and maintain a valid Virginia driver's license.
- Criminal record check and credit report required for employment.
- Strong software capabilities to analyze the business and develop presentations to include: Excel, PowerPoint or Prezi are required.
- Track record for maintaining and deepening relationships with customers or accounts.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

LEADERSHIP COMPETENCIES

Initiative and Drive for Strong Results

Strong Decision Making Skills

Business Acumen

Customer Focus

Organizational Agility

Planning and Implementation

Managing Purpose and Vision

Building Effective Teams

LANGUAGE SKILLS

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results.

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally.



LIGHT

Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.



MEDIUM

Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.



HEAVY

Lifting 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

MODERATE
Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

HIGH
Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

WORK CONDITIONS – N/A

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Administrative Support Specialist will be measured by the following standards:

1. Adherence to a strategic plan, the achievement of goals, the implementation of the creation of programs and activities and the attainment of budgetary targets.
2. Quality and level of employers and partners support achieved in relation to plan, timeline, and goals.
3. Quality and level of effectiveness in building community relationships among all constituent groups cited above.
4. Ability to leverage employer and partner support to advance identified community workforce initiatives.
5. Coordination with staff in planning and orchestrating HRCAP initiatives relevant to program needs and strategic direction.
6. Overall contribution to the achievement of the organization’s mission and objectives.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer