

YUMA COUNTY DEPARTMENT OF HUMAN SERVICES
JOB DESCRIPTION
Admin Assistant/Receptionist I

Position Title: Admin Assistant/Receptionist I

Date Approved: 6/28/2019

Date Revised:

Position Summary

Under the supervision of the Director of Human Services, provides efficient and effective professional administrative services for the Director, Supervisors, staff, clients & service providers. High-level supervision is required by either the Director or designee for this position.

Reports To: The Director of Human Services

Experience and Qualifications

- 1) High School diploma is required.
- 2) Knowledge of office management responsibilities, systems and procedures.

Competency/Skill Requirements

- 1) Ability to communicate effectively using both verbal and written communication skills.
- 2) Ability to maintain a high level of day-to-day communications and contact with internal and external partners, clients, constituents, and colleagues.
- 3) Ability to be flexible to new situations encountered on a daily basis and ability to learn new duties quickly.
- 4) Ability to manage various tasks and duties simultaneously.
- 5) Ability to use common office machines, including computers, scanners, copiers, etc.

General Duties

- 1) Administrative support to all divisions within the Department of Human Services.
- 2) Ensure all support activities are carried out efficiently and effectively to allow the other operations to function properly.
- 3) Ensure operations adhere to policies and regulations.
- 4) Ensure security, integrity and confidentiality of data.
- 5) Handle customer/client inquiries and complaints.
- 6) Maintain a safe and secure working environment.

Key Responsibilities and Duties

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

Duties may include, but are not limited to, the following:

- 1) Arrives at work or at assigned locations punctually and attends work with minimal absences.
- 2) Accurately records time worked for purposes of compensation.
- 3) Maintains a constructive working relationship between and among employees at all levels of the organization.
- 4) Works effectively both independently and as a member of a team.
- 5) Works professionally with others, both inside and outside of the organization.
- 6) Answers, screens, routes all incoming calls.
- 7) Open and distribute/scan mail.
- 8) Prepare/post outgoing mail & complete all shipping requests.
- 9) Copy, fax, scan, and file.
- 10) Any & all secretarial projects to support staff
- 11) Direct and assist clients/individuals/agencies coming into the Department.
- 12) Light housekeeping duties.
- 13) Order and stock all Department supplies
- 14) Oversees adherence to office policies and procedures.
- 15) Support financial office when needed, take payments & issue receipts, mail monthly out-of-home remittance statements.
- 16) Attends scheduled Department staff meetings
- 17) Participates in County & State trainings as required.
- 18) Act as Notary when requested
- 19) Process Child Support credit card payments
- 20) Maintain scheduling for the County conference room.
- 21) Manages various tasks and duties simultaneously.
- 22) Will complete Social Service Software training within 1st year.

Working Environment

Normally, work is performed in a typical office setting with appropriate climate controls. Periodic travel may be required to fulfill functions of the job. Elements of hazard uncertainty exist in the normal course of performing duties associated with completion of job duties.

Position Physical Demands

Tasks require a variety of physical activities, occasionally involving muscular strain related to walking, standing, stooping, bending, climbing, kneeling, sitting, and reaching. Hearing, talking and seeing are essential to successful completion of typical duties. Common eye, hand, finger dexterity is

