

SOCIAL SERVICES PROGRAM ASSISTANT

GRADE 20

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs intermediate clerical work involving a variety of office assistance tasks focusing mainly on activities related to the agency's One-Stop center; serves as the attendant in the One-Stop workforce center providing assistance to job seekers, employers and community partners; provides support to benefits staff with filing, preparing and mailing documents, creating, updating and maintaining spreadsheets; does related work as required. Work is performed under regular supervision.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Answering telephone and greeting visitors; providing general information; typing documents; preparing and maintaining files and records.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Acts as receptionist; greets visitors; answers telephone; provides information; forwards calls to appropriate party; assists the public with the completion of standardized records or documents; directs visitors to appropriate party.
- Maintains schedule and calendar; makes appointments.
- Types a variety of documents including correspondence, lists, labels, reports, memoranda, etc.
- Reviews applications for accuracy and completeness; assists in the preparation of various documents and information to be disseminated to the public or throughout the organization.
- Enters a variety of information into computer; conducts computer inquiries to research past and present social services benefit information.
- Maintains and updates contact and community resource lists.
- Opens and closes office, reception area and main interview rooms.
- Operates photocopier; distributes documents; sends faxes.
- Sorts, indexes and maintains files materials; maintains records on customer requests.
- Assists Spanish speaking clients; translates documents from English to Spanish for clients and associates.
- Schedules departmental vehicles for maintenance and inspection.
- Receives citizen inquiries, complaints and service requests and resolves them within the framework of established policies and procedures or forwards to appropriate party for disposition.
- Receives, sorts, processes and distributes incoming and outgoing mail.
- Operates a variety of standard office equipment; performs light maintenance on office equipment.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Some knowledge of standard office practices, procedures, equipment and office assistance techniques; some knowledge of business English, spelling and arithmetic; some knowledge of County and department programs and policies; some knowledge of the use of a multi-line telephone system; ability to read and understand basic County and state policies and procedures of limited scope and difficulty; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform basic word processing and/or simple data entry; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and some clerical experience involving customer service.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of an appropriate driver's license valid in the Commonwealth of Virginia. May be required to be bilingual depending on departmental assignment.

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