

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL
7 NORTH 31ST STREET
BILLINGS, MT**

VACANCY ANNOUNCEMENT

~EXTERNAL/INTERNAL~

POSITION: Program Support Assistant

PROGRAM: Pathways

WHO MAY APPLY: All Qualified Individuals

WORKSITE: 7 N 31st Street

RATE: \$12.00 - \$14.00 / per hour DOE

HOURS: 40 hours per week

OPENING DATE: Immediately

CLOSING DATE: Open until filled

WORK SCHEDULE: To Be Established By Supervisor

QUALIFICATIONS: See Job Description

HOW TO APPLY: Submit Completed HRDC Application Form located at www.hrdc7.org along with Current Resume and Cover Letter to:

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL
P.O. BOX 2016
7 North 31st Street
BILLINGS, MT 59103**

HRDC is an Equal Opportunity Employer

JOB DESCRIPTION

DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Functional Title: Program Support Assistant
Program: Pathways
Supervisor: Program Director
Status: Non-Exempt

JOB SUMMARY

Under the supervision of the Program Director and in accordance with the direction and mission of District 7 HRDC, the Program Support Assistant is delegated the responsibility of managing the flow of files for the Pathways program, greeting and assisting clients, and performing various clerical duties.

MISSION OF ORGANIZATION

Through its mission, HRDC empowers people in need through the mobilization and development of community resources creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC activities focus on 6 national goals: Self-sufficiency, community revitalization, community ownership and pride, partnerships among supporters and service providers, agencies increase their capacity, and strengthen families and communities.

ESSENTIAL DUTIES

Front Desk Operations:

- Cordially greet and assist clients; refer them to appropriate program or community resources
- Answer phones in a courteous professional manner, direct calls to the appropriate staff
- Notify staff when clients arrive to meet with them
- Monitor the waiting room and ensure that clients don't wait too long
- Assist with a variety of clerical tasks including:
 - Copying
 - Faxing
 - Risograph
 - Preparing work orders
 - Preparing outgoing mail using postage machine
 - Preparing bulk mail
 - Maintain and order staff office supplies
 - Room reservations
 - Data entry
- Maintain clean workspace daily
 - Wipe counters
 - Wipe client computer area
 - Wipe play area and toys
- Deliver mail to the Post Office daily
- Prepare monthly reports
 - Postage
 - Risograph
 - Copier

Program Support Operations:

- Determine eligibility of program applicants
- Manage program files
 - Create enrollment packets, ensuring all the correct forms are included
 - Prepare files after clients enroll
 - Thin thick files
 - Prepare files after they close, including recycling classification files and transferring documents into folders
 - End of year file retention, including boxing up all of the previous year
 - Shredding expired files
- Facilitate Pathways enrollments
- Manage key inventory for Pathways program
- Data entry into CHIMES, CDS, and Access
 - CDS-Basic intakes and services
 - CHIMES-services, letters, case notes, etc.
 - Access-various program data, i.e. trainings, enrollments, etc.
- Collect and distribute inter-office mail
- Manage the Job Board-weekly
- Supervise WEX clients
- Provide front desk coverage as needed to all three floors which include additional responsibilities, such as opening and distributing mail, receipting money, etc.

Professional Development:

- Attend professional development activities
- Participate in staff meetings, team building, technical training, and coaching.

Community:

- Represent HRDC at community meetings and events.

Goal Setting:

- Implement agency work plans at the program level to ensure achievement of set goals.

Innovation:

- Bring creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

Additional Knowledge, Skills and Abilities:

- Effectively communicate on all platforms.
- Demonstrate dependability and punctuality.
- Adhere to a consistent work schedule.
- Demonstrate professionalism in the workplace.
- Model an objective and non judgmental attitude.
- Nurture, build, and mentor employees to build a cohesive team.
- Provide excellent customer service to clients and staff
- Maintain high level of confidentiality
- Ability to stay calm when clients are upset

- Ability to ask enough questions to be able to find out what the client needs
- Ability to work with many personalities
- Strong knowledge of agency programs and community resources
- Above average proficiency in Word, Excel, and Outlook
- Ability to learn additional computer programs (CDS and CHIMES)

MINIMUM QUALIFICATIONS

Education and Experience:

Associates Degree with one year experience in an office setting, or equivalent combination of education and experience.

Licenses and/or Certifications:

Not applicable to this position.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer; frequently communicate with co-workers and members of the community on the phone, in writing and in person; needs to move about inside the office to access file cabinets, office machinery, etc.

WORK ENVIRONMENT

The work environment is typical of that of an office setting. The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer. Tasks will involve extended periods of time at a keyboard or work station.

I have received a complete copy of the Job Description and understand the requirements of the job. This job description has been reviewed with my Supervisor.

_____ Date _____
 Supervisor

_____ Date _____
 Employee