

Job Title: Grants Administrative Specialist

FSLA status: Non-Exempt

Department: Gwinnett Office

Reports to: Deputy Director

Position Summary: Provides daily operations of the Gwinnett County Community Development Program office including customer service, office supply purchasing, word processing, records management and filing.

Qualifications Required:

- High School Diploma
- Basic computer proficiency with Microsoft Office, Excel, Word and PowerPoint
- Demonstrated written and oral communication skills
- Must be able to work independently and in teams
- Possesses the ability to understand, follow, and implement complex instructions independently
- Valid Driver's License and Car Insurance based on Georgia Law

Qualifications Desired:

- Bachelor's Degree or equivalent work experience
- Work experience in an office setting
- Work experience in customer service, housing, real estate, or legal field
- Knowledge of general office machines and telephone systems
- High degree of discretion dealing with confidential information

Essential Functions and responsibilities:

- Answers telephone calls and email, routes telephone calls, and takes messages.
- Gather and record vital information regarding clients expressed needs and root causes, verify all information relevant to meeting the client need, conduct follow-up calls to clients.
- Distribute incoming mail and prepares outgoing mail including bulk mail by end of business day.
- Review information gathered during the intake, analyze, and determine how to resource client needs and ensure needs to be referred are manageable and specific.
- Maintain accurate records of agency services/needs and maintain referral relationships.
- Produce Clearinghouse activity reports.
- Create and edit word processing and spreadsheet documents, including preparing mailing labels and reports, as requested.
- Maintain reception area, lobby, and printer/copier/fax workstations in accordance with standards set by the Deputy Director.
- Ensure operation of equipment by completing preventative maintenance requirements including calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Maintain/facilitate calendars/registrations for workshops, public hearings, and conference rooms.
- Maintain and distribute correspondence from the General email accounts
- Review current grant regulations, notices, and handbooks
- Maintain a resource database that include but are not limited to CPD Notices, updated regulations, additional Rehab resources, additional grant resources, etc.
- Maintain client confidentiality.

- Adhere to WFN's Code of Conduct and Employee Handbook, including dress code

Nonessential Functions:

- Assists with various program operations as requested and instructed.
- Shows a willingness to support organizational goals, objectives, and duties of other office staff members when needed and possesses the ability and willingness to work cooperatively with others.
- Demonstrates flexibility and willingness to perform other duties, as assigned.

Success Factors/ job competencies:

- Computer proficiency with Microsoft Outlook, Excel, Word, and PowerPoint
- High level of Professionalism
- Time Management- the ability to prioritize, meet deadlines, and follow through on assignments.
- Strong Customer Service skills
- Excellent interpersonal and communication skills
- Strong Team Player
- High degree of discretion dealing with confidential information
- Public speaking and presentation skills

Physical Demands and work environment: The physical demands and work environment characteristics 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 individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms, stoop, bend, talk and hear. Employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by the job include close vision.
- *Work Environment:* The noise level in the work environment is usually minimal
- *Travel:* 5-20% local travel within Metro Atlanta

Performance standards:

- Quarterly performance appraisal
- Attainment of annual goals established between Deputy Director and incumbent