

Job Title: Program 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 degree
- 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:

- Greet the public/refers customer to appropriate WFN staff members, answers telephone calls and email, routes telephone calls, and takes messages.
- Distribute incoming mail and prepares outgoing mail including bulk mail by end of business day.
- Maintain/facilitate calendars/registrations for conference rooms daily.
- Maintain reception area, lobby, and printer/copier/fax workstations in accordance with standards set by the Deputy Director.
- Serve as the operator for the office copier/printers.
- Ensure operation of equipment by completing preventative maintenance requirements including calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Adhere to WFN's Code of Conduct and Employee Handbook, including dress code.
- Review current grant regulations, notices, and handbooks
- Process and track grant expenditures and beneficiaries for all grant projects and activities.
- Assist with coordination of client intake and verification
- Assist with maintaining project files, monthly reports, databases, and environmental review records.
- Update and maintain mailing lists on a weekly basis.
- Create and edit word processing and spreadsheet documents, including preparing mailing labels and reports, as requested.
- Prepare and submits monthly, quarterly, semi-annual, and annual reports.
- Provide technical assistance to subrecipients, as needed.

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:

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