



JOB DESCRIPTION

Administrative Assistant (Receptionist) (Non-exempt)

Reports To: Director – Public Affairs & Organizational Development

Salary Range: Level 38
\$38,923 - - \$48,654 - - \$58,385

Job Summary:

This position's primary responsibility will be answering the phones for Children's Services Council of Broward County (CSC) in a prompt and courteous manner. This position will also provide administrative and general office support to CSC. This position will engage in contact with the public by giving correct and basic information about this organization, as well as other funded agencies and services. This position will receive information, prepare various types of correspondence, and perform other general office duties.

Major Duties and Responsibilities:

Answer telephones, direct calls, take messages and provide general administrative support for CSC staff and council members.

Interact with the general public, schedule meetings and corresponding room assignments, maintain office files, make copies, etc.

Calmly handle calls and enquiries from taxpayers, providing them with the answers to their questions or directing the call to the appropriate department.

Enter and maintain mailing lists and other information in the database.

Sort and distribute mail, prepare mass mailing information, coordinate pick-up and delivery of mailings, and CSC resources.

Provide directions for service personnel when they arrive, and sign for completion of services, e.g. delivery of packages, office supplies and proposals in response to RFQ's and RFP's.

Find and distribute news clippings for Council Packets. Send news clippings to various staff members on request.

Collect information, and develop and maintain spreadsheets, on activities as requested by supervisor.

Coordinate specific support processes relating to receipt, distribution and closing of RFP's.

Follow federal and state laws, in addition to implementing programs, policies and procedures in accordance with CSC's priorities.

Conduct oneself in the best interest of the County's constituents and in support of the CSC's mission statement.

Perform other related duties as assigned.

Experience, Knowledge, Skills and Abilities:

High school diploma or equivalent and two (2) years or more successful relevant experience in a busy organizational environment.

Thorough knowledge of general office procedures and practices including telephone systems.

Ability to communicate effectively, both orally and in writing.

Knowledge of current computing technologies and software applications appropriate to the position's job responsibilities.

Multi-lingual preferred.

Must possess valid driver's license and vehicle insurance or have other means to enable travel locally and non-locally, including getting to work and going to other locations during the day for meetings, etc.

Physical Demands & Working Conditions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The employee performs work in a normal office setting within a reasonable environment. While performing the duties of this job, the employee may be required to perform local and non-local travel.

New: 7/01

Revised: 7/05, 11/13, 10/22