



<b>Position Title: ADMINISTRATIVE ASSISTANT</b>	
<b>Minimum Education and Related Work Experience:</b> HS diploma or GED required and previous administrative experience preferred. Must have car, valid driver's license, and meet state required automobile insurance minimums.	
<b>Salary Range: minimum wage - \$3.00/hour above minimum wage.</b> [Approved June 8, 2010 by Board of Directors]	<b>Reports To: CEO</b>

<b>POSITION PURPOSE</b>
This position is responsible for providing high-level customer service in response to all customer and stakeholder inquiries and leads as well as performing high-quality administrative and program tasks for the CEO and other staff members. Must be available to work 30 hours per week throughout the year.

<b>ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)</b>
All customer and stakeholder contacts are marked by an atmosphere of engagement and motivation.
Ensure that all volunteers receive an engaging, positive and personalized sales phone response promoting BBBS programs. <ul style="list-style-type: none"> <li>• Effectively move the volunteer from the point of first contact to active enrollment.</li> <li>• Determine the best way to get volunteer investment in the enrollment process.</li> <li>• Identify and eliminate any barriers interfering with the initial enrollment process.</li> <li>• Follow process through to next point of contact.</li> <li>• Obtain preliminary contact information within prescribed time frame.</li> </ul>
Send forms or program information as needed to volunteers, families or school administrators.
Collaborate with other service delivery staff to ensure smooth transition among functions.
Respond to all volunteer and parental calls regarding their enrolled status (or that of their children). Insure that all such inquiries receive prompt and informative response.
Respond to all calls requesting general information; communicating basic information, flexibility and volunteer choice.
Persistently and accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.
Check references and conduct criminal and child abuse background checks for volunteers. Establish the legal identity of the volunteer through original documentation. Immediately bring to the attention of Match Specialists any concerns surfacing during reference checking that may influence the volunteer enrollment process.
Promote BBBS through recruitment booths, children/volunteer/community activities, and through volunteer references and special events.
Enter all inquiries and pertinent data into database, ensuring accuracy and timelines of information systems.
Responsible for maintaining sufficient office supplies.
Responsible for the overall cleanliness of the office.
Assists Special Events Director and other staff with fundraising tasks by soliciting for event prizes, recruiting donors and event participants, and coordinating adequate community service workers and event volunteers for each fundraising event.
Assists in training agency interns with program administrative tasks.
Performs other duties/projects at the request of the CEO or other staff accurately, thoroughly and timely, and clarifies the expectations of the duty/project.



### REQUIRED SKILLS AND KNOWLEDGE

Proficiency in technical areas such as Microsoft Office; including Word, Outlook, and Excel.

Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.

Ability to relate well in cross-cultural environments.

Ability to effectively collaborate with other volunteer match staff.

Ability to use time effectively.

Ability to focus on details.

Ability to adapt to shifting priorities.

Ability to position and promote opportunities for engagement with BBBS inside and outside of office.

### WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

**(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)**

Routine office environment. Must be available during office hours. Travel required to agency activities and fundraising events as well as weekly errands to businesses, post office and office supply stores.

#### ***Equal Employment Opportunity***

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

#### ***Americans with Disabilities Act***

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

#### ***Job Responsibilities***

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS of South Central Kentucky may change the specific job duties with or without prior notice based on the needs of the organization.

### ACKNOWLEDGEMENTS

**Creation Date: 4/27/10**

**Revision Date: 1/19/2012**

**Supervisor: I have approved this job description and reviewed with my employee.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Employee: I have reviewed this job description with my supervisor and acknowledge receipt.**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_