



# COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

601 BLACK BEARS WAY, TUSCALOOSA, ALABAMA 35401-4807

TELEPHONE (205) 752-5429

TOLL FREE (877) 803-5509

FACSIMILE (205) 469-0062

Human Resources

[www.cspwal.com](http://www.cspwal.com)

**Cynthia W. Burton**

Executive Director

July 19, 2021

## **JOB ANNOUNCEMENT**

**Title:** Administrative Assistant/Office Manager – Supportive Services

**Location(s):** Tuscaloosa County

**Employment Classification:** Regular full-time, non-exempt, non-safety-sensitive

**Summary of the Position:** See Attached Job Description

**Qualifications of the Position:** See Attached Job Description

**Duties and Responsibilities:** See Attached Job Description

**Salary and Application Procedures:** This is a Grade Level V position on the CSP Salary Scale with a with a pay rate starting at \$12.30 per hour. Temporary COVID-19 pay rate starting at \$12.70 per hour. Current employees may apply by submitting a letter of interest along with an updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at [www.cspwal.com](http://www.cspwal.com) or by contacting the Human Resources department of CSP at (205) 752-5429 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to [employment@cspwal.com](mailto:employment@cspwal.com).

**Deadline to apply:** August 3, 2021, at 5:00 p.m.

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children's facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer.

**EOE AA M/F/Vet/Disability.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

## Community Service Programs of West Alabama

### Job Description

**Job Title:** Administrative Assistant/Office Manager – Supportive Services

**Division/Department:** Supportive Services

**Reporting Relationship:** Director, Supportive Services

**Location of Job:** CSP Administrative Office

**Employment Classification:** Regular full-time, non-exempt, non-safety-sensitive

**Work Schedule:** M-Th 8:00 a.m. – 6:00 p.m.; F 8:00 a.m. - 12 noon

**Grade/Salary:** Grade V - Level 1- 12; Pay rate starting at \$12.30 per hour

---

### *Summary of Duties and Responsibilities*

The Administrative Assistant/Office Manager is responsible for providing support functions to the Supportive Services Department and for supervising and training clerical staff. The position requires initiative, independent judgment, confidentiality, and establishment and maintenance of good public relations. The work includes, but is not limited to, typing, filing, preparing various reports and circulars for Supportive Services, . The position must maintain current knowledge of agency policies and procedures.

### **Essential Functions:**

- Supervise Receptionist, Clerical Assistant/Receptionist, and Temporary Call Center Operator.
- Train new staff and volunteers in the performance of receptionist, call center and clerical assistant duties.
  - Oversee and back up operation of agency switchboard and departmental phone operations, receive and direct phone calls, provide information and refer callers to appropriate agencies and departments and/or provide callers with information regarding program requirements.
- Prepare correspondence, memos, and other written materials as directed.
  - Gather ROMA primary and supporting ROMA documentation.
  - Assist in compiling and submitting quarterly and annual ROMA reports.
  - Maintain job postings on CSP's Facebook postings page.
  - Process supply orders for all Supportive Services, including
    - compiling master supply lists;
    - researching and documenting price comparisons;

## Administrative Assistant/Office Manager – Supportive Services

### Job Description

Page 3 of 5

- preparing and submitting purchase requests; and
- preparing, obtaining approvals and submitting Purchase Orders to vendors, in compliance with any agency-approved purchasing systems.
- Receive and distribute supplies when delivered.
- Maintain inventory list for supplies for CSP Administrative Offices.
- Maintain an accurate referral log.
- Prepare Memoranda of Understanding for signature, retain file copies, mail to service partners for signature, obtain executive signature, enter into FACSPRO, mail copies to service partners, and file.
- Review timesheets, mileage sheets and leave requests submitted by Supportive Services staff for accuracy of calculations, return to employees for correction OR forward to department manager for approval.
- Develop, maintain and audit filing and information systems, Staff and location directories, Agency referral directories, and office supply inventories. Maintain and audit information systems, including Facs-Pro and Easy-Trak software systems.
- Duplicate and distribute materials as required.
- Maintain an orderly waiting area.
- Obtain bids for services, as directed.
- Process in-coming and out-going mail.
- Under direction of Department Manager, maintain updated notices on outside bulletin board.
- Other duties as assigned.

**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **Education and Experience:**

- Possession of a High School Diploma or equivalent.
- Must have documented experience in clerical work and office management OR
- Associates Degree or Certificate in Bookkeeping or Office Management.

#### **Certificates, Licenses, Registrations:**

- Bookkeeping or Office Management certificate or associates degree preferred.
- Valid Alabama driver's license with liability insurance.
- Serviceable automobile.

#### **Language Skills:**

- Ability to communicate to diverse populations.
- Ability to effectively present information to program participants, visitors, vendors, etc. with exceptional customer service skills.
- Ability to communicate in large and small group settings.

## Administrative Assistant/Office Manager – Supportive Services

### Job Description

Page 4 of 5

- Ability to communicate in a polite, pleasant, tactful and grammatically correct manner, even under trying circumstances.

#### **Mathematical Skills:**

- Ability to compute simple math such as addition, subtraction, multiplication and division.

#### **Reasoning Ability:**

- Ability to analyze problems confronted by program participants.
- Ability to define problems and draw valid conclusions.

#### **Other Skills and Abilities:**

- Ability to multi-task in a busy, public work environment with many distractions.
- Working knowledge of Windows and Office products, including Word, Excel, Outlook and Internet Explorer.
- Ability to utilize various software programs, including FacsPro and Easy-trak to perform data entry, and maintain and query databases.
- Ability to maintain accurate filing systems.
- Proficiency in spelling, punctuation and written sentence structure.
- Ability to utilize a variety of office machines.
- Regular and predictable attendance.
- Ability to develop effective working relationships with staff members and program participants.
- Ability to gain solid working knowledge of CSP programs and services.
- Sensitivity to multi-racial and multi-cultural issues.
- Ability to develop working rapport quickly and easily.

**Physical Demands:** *The physical demands listed 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 duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Extensive data entry is required and extended periods on the phone is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, telephone and personal automobile.

Administrative Assistant/Office Manager – Supportive Services

Job Description

Page 5 of 5

**The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.**

*Reviewed by Board of Directors 12/3/2015*

Revised: 09.05.2016

*Reviewed by Board of Directors 01.19.2017*

Revised: 03.23.2017

*Reviewed by Board of Directors 07.20.2017*

*Reviewed by Board of Directors 03.15.2018*

REV. 12.11.2018

*Reviewed by Board of Directors 01.17.2019*

*Reviewed by Board of Directors 03.19.2020*

*Reviewed by Board of Directors 03.18.2021*