



POSITION TITLE:	Administrative Specialist
FLSA:	Non-Exempt
REMOTE:	In-Person
MEDICAID:	No
CREATED DATE:	01/31/2024
REVISION DATE:	01/31/2024

## POSITION SUMMARY

The Catholic Social Services Administrative Specialist serves as the central support staff and is often the first point of contact when a client presents at our East Anchorage center. The successful candidate will have a desire to serve and support clients with dignity and respect. Greets clients and supports connecting them with appropriate staff members or resources. Oversees the waiting area and maintains a clean, comfortable, and welcoming space. Uses customer service skills to support a welcoming environment. Keeps timely and accurate records. Engages in data entry or other administrative support functions when not interacting with clients.

## ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

**Mission:** We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

**Vision:** All Individuals and Families are Flourishing.

**Impact Statement:** Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

**Guiding Principles:** - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

## ABOUT OUR PROGRAM/DEPARTMENT

This position reports to the Human Resources department and supports the staff of Catholic Social Services.

## REQUIRED COMPETENCIES

### Competency:

- Teamwork: Interacts with people effectively. Encourages and respects the input of all team members. Communicates openly and honestly. Cooperates within the team and across the agency.
- Communication: communicates with clients, volunteers, donors, community partners, staff, and departments in a professional, clear, kind and timely manner.
- Stress Tolerance: Deals with difficult and adverse events while maintaining professionalism and caring. Responds appropriately in the face of tension, emotion, and resistance. Seeks support from others when necessary and uses appropriate coping techniques.
- Confidentiality: Must be able to maintain program/resident/agency confidentiality and treat everyone with dignity and respect.

- Demonstrate dependability, maturity, and initiative.

**Knowledge:**

- Basic understanding of social services in the Municipality of Anchorage.
- Understanding of information and referral principles and ability to work with adults and families.
- Proficient in Microsoft Office programs or ability to learn and utilize programs quickly and effectively.
- Full understanding of office equipment such as: fax machine, business phone system, copiers, and postage machine.

**Skills:**

- Understanding of and ability to work with a variety of community resources and partners; Ability to advocate effectively for services and those in need.
- Ability to accurately input information into a variety of database programs and learn new software as needed.
- Ability to communicate and work effectively with staff from various backgrounds and disciplines.
- Ability to work effectively with clients displaying a wide range of behaviors.
- Ability to get along with others in stressful situations and tolerate interruptions with patience.
- Ability to communicate clearly verbally and in writing.
- Ability to handle high call volumes and manage a multi-line phone system, effectively transferring calls to the appropriate department or staff member.
- Strong problem-solving, critical thinking and decision-making skills.
- Customer service and interpersonal skills.

**RESPONSIBILITIES:**

- Professionally answer a large volume of phone calls.
- Receive and assist building visitors in a professional, respectful, and caring manner. Give directions and referrals.
- Assist individuals in applying for mainstream benefits, including Medicaid, food security applications, and Social Security disability.
- Maintain client records including progress notes, incident reports, service transactions and referrals in accordance with standards.
- Provide in-person assistance and facilitate smooth transitions (“warm handoffs”) to intra-agency service providers.
- Participate in crisis intervention as needed.
- Initiate and maintain appropriate social interactions with clients while communicating/enforcing agency rules and policies.
- Monitor common areas, conference rooms, bathrooms, and the rest of the office to maintain safety and security of clients and premises.
- Responsible for opening and closing the main entrance of the center and completing nightly rounds to ensure the security of the center.
- Provides administrative support to programs when able.
- Sort and distribute mail to programs and departments. Stamp all outgoing mail. Perform copying and duplicating.
- Maintain office equipment by arranging routine and emergency repairs. Maintain and order adequate office supplies.
- Reset conference rooms after meetings and help monitor the reservation booking system to keep it up-to-date and accurate on a day-to-day basis.
- Assist the Sr. Executive Assistant with scheduling group meetings, catering arraignments and taking meeting minutes as necessary.

- Assisting with other projects to support the Executive Team, as directed.

**QUALIFICATIONS:**

Minimum Qualifications:

Minimum Education Requirement: High School Diploma or GED.

Minimum Experience Requirement: Two (2) years of experience in human services with a focus on administrative support.

A relevant combination of education and experience may be considered.

**WORK ENVIRONMENT**

Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time. 'Walk-throughs' of the building required throughout the day.

Catholic Social Services strives to have a cooperative and encouraging, team building environment. Individuals who enjoy interacting with a variety of people and helping problem solve are more likely to thrive in this position and work environment.

Catholic Social Services provides many opportunities throughout the year for staff trainings. We encourage curiosity, frequently promote from within the agency and encourage staff to seek growth opportunities.

Travel out of Alaska is rare.

Location: 4600 Debarr Road, Anchorage, Alaska.

_____ / _____	_____
<i>Employee Name</i>	<i>Employee Signature</i> <i>Date</i>
_____ / _____	_____
<i>Supervisor Name</i>	<i>Supervisor Signature</i> <i>Date</i>