



Posted: April 27, 2017
Open Until Filled

POSITION: ADMINISTRATIVE ASSISTANT
(BILINGUAL ENGLISH/SPANISH REQUIRED)

PROGRAM: LIFT LINE
A PROGRAM OF COMMUNITY BRIDGES

POSITION DESCRIPTION:

Under the supervision of the Lift Line Division Director, provides administrative support in a variety of areas including: clerical support functions, receiving and screening telephone calls, maintaining records, preparing statistical reports, correspondence and coordination of tasks. The Administrative Assistant will also perform other related work as required including working as a scheduler when needed and provide support to the Van Drivers.

DUTIES AND RESPONSIBILITIES:

1. Gathers and maintains program statistics, sets up files to organize information for use in the preparation of periodic and special program reports.
2. Compiles correspondence, reports, forms, schedules, minutes, and other materials from rough drafts or brief notes; may prepare charts or visual aides for use in reports or presentations.
3. Establishes and revises filing systems to meet changing needs; files and retrieves information quickly and accurately.
4. Uses a personal computer and other ancillary equipment to enter and retrieve data; uses a computer to generate files, manipulate data, do word processing and perform similar duties.
5. Uses a variety of standard office equipment.
6. Attends to program support, including ordering office supplies, setting up staff meetings, and arranging for the repair of office equipment.
7. Oversees the proper distribution of Taxi script. Maintains taxi script accounts and assists with billing.
8. Receives and screens telephone calls, performs client intake, uses computer to enter information in the PASS transportation scheduling system and for other programs as needed, provides information as necessary or directs callers to the proper person.
9. Explains program policies and requirements to clients, members of human service and community organizations, and the public.

10. Develops and maintains effective working relationships with other staff members, representatives of community agencies, and the public.
11. Supports the Schedulers as needed and required, including accepting reservations and careful recording of appointments.
12. May assist drivers to resolve difficult or unusual situations involving clients, equipment, and/or medical emergencies.
13. Develops and maintains effective working relationships with other agency staff, governmental and community organizations, the public, and others in regular contact with the program.
14. Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.

Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.

MINIMUM REQUIREMENTS:

Knowledge of:

- Standard administrative support and office practices
- Standard office practices and procedures, including a variety of software and database techniques.
- Proper grammar, spelling, punctuation and correspondence format.
- Ride scheduling methods and techniques

Skill in:

- Maintaining accurate records, researching and compiling data and preparing detailed reports
- Accurately performing a variety of clerical, arithmetic and program support duties;
- Organizing work and setting priorities;
- Paying close attention to detail;
- Filing accurately and making accurate arithmetic calculations;
- Proofreading materials and processing correspondence;
- Communicating effectively over the phone and two-way communication system; in working with a variety of Agency staff and members of the community, exercising flexibility, tact and good judgement.
- Explaining the policies and requirements of the service;
- Dealing tactfully, cooperatively, and effectively with other agency staff members and the public, including people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles.

OTHER REQUIREMENTS:

- In accordance with US Department of Transportation requirements, must pass a pre-employment drug screening test and comply with periodic testing for drug use and alcohol misuse.
- Must be cleared by the Department of Justice through fingerprinting and maintain a clean record.
- Experience with PC required.
- Must have a valid CA Driver's License, have access to drive a motor vehicle incidental to the performance of the work, and qualify to be insured with the agency vehicle insurance carrier.
- Must be willing to work occasional weekends and evening hours.
- Must be able to work at a computer for full workdays; some routine lifting and reaching requirements—must be able to lift up to 30 pounds.
- Bi-lingual English/Spanish required.
- Must pass a pre-employment drug screening test and follow the Lift Line Drug and Alcohol Testing Policy.

RATE OF PAY AND HOURS:

- This is a regular, non-exempt, 40 hr/week position.
- The starting rate of pay is \$14.23/hr (plus a \$.40/hr bilingual differential after passing a test administered by the Human Resources Department).
- On-site attendance is required.

BENEFITS:

- For employee: shared cost medical, dental, vision, & life insurance. This benefit package is valued at \$7K/year.
- First year: 12 vacation days and 13 holidays, with accrual based on 40 hr/wk.
- Sick leave: Eight hours/month, with accrual based on 40 hr/wk.
- May be eligible to earn up to 4 Wellness Floaters per year after satisfying all eligibility requirements.
- 1 Birthday Floater after satisfying all eligibility requirements.
- 401(k) Retirement Plan: Agency matches employee contribution up to 1% of annual salary upon completion of six month employment, effective during open enrollment period.
- Flexible Spending Account (FSA).
- Dependent Care Reimbursement Program.
- Paid lunch.

UNION:

The Administrative Assistant position is represented by the United Transportation Union (UTU) bargaining unit.

TO APPLY:

- Please submit the following documents by email (hr@cbridges.org), fax (831-688-8302), or in person:
 - Community Bridges application.
 - H-6, 10-year driving history report from the DMV, printed in the last 30 days.
 - A copy of your driver's license.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The application may be downloaded at: <https://communitybridges.org/employment>
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.

Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.