



JOB DESCRIPTION

JOB TITLE: Office Support Staff

DATE PREPARED: 09/14/2020

DATE REVISED: N/A

POSITION REPORTS TO: Operations Director **TASKS ASSIGNMENTS:** System Admin.

LOCATION: Office - Citrus County, serves Citrus, Hernando, Lake and Sumter Counties

EXEMPT (Y/N): N **PART-TIME OR FULL-TIME:** Either **Compensation:** \$11-13 per hours

SUMMARY: Perform a wide range of administrative and office support activities for the organization to facilitate the efficient operation of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at this time).*

- Provide data entry support for programs operated within the Continuum of Care.
 - Data entry includes but is not limited to: client creation, project enrollments, services, referrals, assessments, notes, and contact information.
- Maintain participants' and personnel confidentiality.
- Call participants on the By-Name-List of those experiencing homelessness to get updates on their status and provide referral information.
- Make copies of reports and receipts for monthly grant reports.
- Maintain electronic and hard copy filing system.
- Keep Supervisor advised of all projects via a tracking system.
- Answer inbound phone calls, perform initial assessments, and enter participant information into data base.
- Conduct housing assessments over the phone as needed.
- Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources.
- Maintain client related data tracking systems including case notes and Homeless Management Information System (HMIS) entries.
- Make phone contact with persons identified to be homeless and inquire about their status and needs.
- Update homeless list with information from participants.
- Take phone messages for other staff when they are not in the office.

OTHER RESPONSIBILITIES:

- Complies with all applicable training requirements
- Complies with all company safety, personnel and operational policies and procedures
- Complies with work schedule to ensure effective operations of Agency programs
- Contributes positively as a member of a productive and cooperative team
- Performs other duties as necessary to fulfill the Mid Florida Homeless Coalition, Inc.'s mission.

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES: *(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, skills, and abilities necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.)*

- Excellent verbal and written communication skills and ability to communicate effectively with all levels of organization
- Knowledge of office practices and procedures
- Knowledge of general math pertaining to percentages, allocations and discounts
- Proficient in the use of a computer.
- Proficient in the use of Microsoft Suite.
- Ability to learn and become proficient in specific computer software.
- Ability to perform tasks with limited supervision.
- Sensitivity to the cultural diversity of clients in order to successfully work with diverse racial, ethnic, and economic groups
- Ability to work as a team member and establish effective working relationships with staff, supervisor and outside organizations
- Commitment to empowering others to solve their own problems
- Demonstrate a commitment to serve all people with respect and compassion
- Valuing a nurturing family as the ideal environment for a person
- A conviction about the capacity of people to grow and change
- The ability to establish a respectful relationship with persons served to help them, gain skills and confidence
- Ability to work collaboratively with other personnel and/or service providers or professionals
- The capacity to maintain a helping role and to intervene appropriately to meet service goals
- Ability to work under deadlines, multi-task and set appropriate limits
- Respects diversity of all clients staff and volunteers
- Must comply with Mid Florida Homeless Coalition's Ethics Code of Conduct.

EDUCATION AND EXPERIENCE: *(Pending on position and if prior to hire is approved by Chief Executive Officer, a comparable amount of training, education or experience may be substituted for the minimum education qualifications).*

- High school diploma or G.E.D. required with additional business courses preferred; and
- Two years' experience performing clerical work; or
- Any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

GENERAL PHYSICAL DEMANDS: These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made, if appropriate, to enable people with disabilities to perform the described essential functions of job. Working in an office/site requires prolonged sitting at the computer workstation; standing, bending, reaching, lifting up to 20 lbs. and some driving. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephones, and other office equipment. It is also required to regularly sit, speak, and listen, the employee is also required to walk, use hands and fingers to type, operate equipment, and maintain

records and notes. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

MENTAL DEMANDS: Must handle new and diverse work problems on a daily basis. Personal maturity is an important attribute. Must be able to resolve problems, handle conflict, and make effective decisions under pressure. Must have the ability to listen objectively to people, perceive the real problem and assist in bringing issues to a successful conclusion. Must relate and interact with, volunteers, clients, contractors, visitors and employees at all levels within the Agency.

WORK ENVIRONMENT: Environment will occasionally become noisy due to equipment operations and interactions among clients and staff. There may be the possibility of being exposed to communicable disease, possible exposure to verbal abuse or similar behavior from residents/clients. On an as needed basis, employees may be called upon to work outside of the established work schedule, or work odd hours. All information associated with the Agency is confidential.

Mid Florida Homeless Coalition, Inc. is an Equal Opportunity Employer.

NOTE: This job description does not constitute an employment contract, written, implied or otherwise, other than an "at will" and/or grant funded position. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This job description is subject to change by the employer (Mid Florida Homeless Coalition, Inc.) at the discretion of the employer, or as the needs of the employer and/or requirement of the job change. Changes can be done formally or informally, either verbally or in writing. Mid Florida Homeless Coalition, Inc. explicitly reserves the right to modify any of the provision of this job description at any time and without notice. This job description is not intended to be all-inclusive; the duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties or essential function does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

EMPLOYEE ACKNOWLEDGMENT AND RECEIPT: I have read this job description and acknowledge its receipt with my signature below. I feel that I am qualified and able to perform all duties as outlined. I also understand that any false misrepresentation of facts regarding my qualifications is grounds for immediate termination. I understand that my job duties may not be limited to those listed as the exact nature may vary as program, project elements, and priorities change in the future. I understand that this job description may be updated as needed. I have read my job description and understand the duties and responsibilities of my position and my supervisor has reviewed them with me.

Employee Signature

Date

Employee Print Name