



POSITION DESCRIPTION

POSITION TITLE: Office/Data Entry
REPORTS TO: Children's Services Director
SUPERVISES: May supervise volunteers
FLSA STATUS: 40 hrs./week

POSITION PURPOSE:

This position is responsible for the coordination of the building located in Belleville and River Street in Ypsilanti. Support Children's department as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Administrative Services:

Office Coordination

1. Coordinate overall administrative activities, including greeting visitors; telephone and mail communications; building's in/out board; opening front door at 9 am and closing door at 5 pm.
2. Responsible for the facilities day-to-day operations in the Belleville building (e.g., recycling, ordering and organizing supplies, changing light bulbs, heat problems, interacting with the landlord when needed, etc.)
Coordinate typing, word-processing, copying, and related support to Children's Services staff
3. Other duties as assigned by Children's Services Director.

Children

4. Process new intakes and complete preliminary data entry into Visit Tracker RedCap and Qualtrics.
5. Assist with Children's Services reports.
6. Answer phone for Children's department and answer questions about the program and referral process.
7. Provide Resource Navigation services to customers in the Belleville office.
8. Copying and scanning paperwork for consumers.
9. Execute porch drops of needed items for consumers as needed.
10. Develop and maintain knowledge of community organizations, counseling agencies, programs and other community referral resources providing services for children and youth.
11. Other duties as assigned by Children's Services Director.

AGENCY RESPONSIBILITIES:

12. Actively support the SOS commitment to diversity in all areas and responsibilities.
13. Uphold and ensure appropriate enforcement of all agency policies and practices.
14. Participate in community relations and outreach tasks as directed and required.

BASIC QUALIFICATIONS:

- H.S. Diploma and at least five years of relevant work experience.

- Know area resources for Western Wayne County.
- Ability to work with a diverse group of people
- Ability to speak and write in a clear, concise, and effective manner
- Ability to demonstrate poise, tactfulness, diplomacy, and good interpersonal skills in order to handle sensitive and confidential situations
- Ability to organize, plan, and set goals for self and for direct staff/volunteers
- Ability to set up and maintain an organized work environment
- Ability to prioritize work assignments and to manage time effectively
- Ability to work in an organized and efficient manner with a high level of accuracy, self-directed, attention to detail, and follow-through
- Ability to perform independently and to work in a team environment, to put personal preferences aside for the good of the team and the consumers the agency serves
- Ability to multitask and to be flexible
- Ability to work under pressure and to solve problems
- Proficiency in MS Word, Excel, and Outlook required. Proficiency with databases desired
- Ability to type accurately is required
- Ability to lift 50 lbs
- Commitment to working with vulnerable, minority and low-income populations
- Maintain compliance with the Substance Free Work Place Act, the Privacy Act and Federal, State, and local laws regarding professional standards of conduct

This description is intended to indicate the kinds of duties, responsibilities and the levels of work difficulty required of this position. It shall not be construed as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign and direct the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.