



**MAUI FAMILY SUPPORT SERVICES, INC.
JOB DESCRIPTION**

Administrative Assistant

Job Title: Administrative Assistant
Program: Administration
Reports to: Administrative Supervisor
FLSA Status: Non-Exempt

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Summary:

Under the supervision of the Administrative Supervisor, the Administrative Assistant is responsible for clerical, administrative, and program support to the staff and administrative offices of MFSS. He/She meets, greets, and serves as initial contact with the public. He/She serves as support for agency communications.

Essential Duties and Responsibilities:

On a daily basis:

1. Answers incoming calls and ensures that messages are received, recorded, and made available to employees.
2. Processes mail and maintains mail log, receives, and ensures appropriate delivery of all packages and boxes.
3. Maintains:
 - inventory of supplies including ordering, receiving, and appropriating;
 - office equipment including minor office machine adjustments and calling for repair services, when necessary;
 - agency materials and participant files, as assigned; and
 - creates/edits forms as required.
4. Collects, compares, and completes monthly order to Costco for standard items needed by agency. Places order, noting all order for end-program user for Finance purposes.
5. May assist in collecting quotes on competitive procurement items; places order for said items; completes all competitive procurement documentation and forwards to Finance for payment.
6. Ensures pick-up and delivery of supplies for agency programs and completes other errands as needed/requested by the Administrative Supervisor or designee.
7. Receives and validates purchases received, processing packaging slips for accuracy, and forwarding to Finance for completion.
8. May assist as back up in completing approved travel requests (including air, ferry, and ground transportation reservations as well as accommodations).
9. Assists as needed in new employee processing, including training/orientation for operating phone system and other office machinery.
10. Provides staff support as assigned by the Administrative Supervisor for committee and agency meetings; takes accurate monthly Staff Meeting Minutes.

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11. Performs clerical tasks to include: creating for forms, brochures and flyers, data entry typing (60 WPM), copying, filing, and other jobs as related to support of agency.
12. Updates agency Facebook page and Website.
13. Prepares forms/documents for Agency needs as assigned.
14. Attends trainings and meetings as needed and requested.
15. Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other qualifications listed below are needed to adequately fulfill essential job duties. Reasonable accommodations may be made to enable differently-abled individuals to perform the essential functions.

- Current and valid driver's license.
- Current and clean driver's abstract.
- Access to vehicle for daily use.
- Current automobile insurance and safety inspection.
- Current TB clearance.
- Able to relate with sensitivity and respect to a diverse group of people.
- Comfortable with statistical information.
- Proficient use of MS Office, including Word, Excel, PowerPoint and Publisher.
- Must be able to update agency Facebook page and Website with minimal training
- Able to use all office equipment (copier, computers, phone, etc.).
- Good written and verbal communication skills.
- Must be responsible, flexible, organized, and able to prioritize different tasks
- Must be able to multitask including answering phones, doors and providing support to various staff and visitors.

Education and/or Experience:

Associate Degree in secretarial field or High school diploma/GED with 1 year of office experience. Working knowledge of Microsoft Office Products required.

Language Skills:

Ability to effectively present and respond to questions from participants, general public, and staff.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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Physical Demands:

The physical demands described here 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 functions.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear. Mostly sedentary work, occasional reaching, stooping, bending, kneeling, crouching. The employee should have manual dexterity to be able to file, type, and accomplish general office tasks specific to job duties of this position. The employee may occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Busy reception area of non-profit services main office with an in-house staff of up to 70 people. Frequent answering of phones, use of intercom and door buzzer to let visitors in, and four infant/toddler classrooms onsite which increase noise and activity level. Little exposure to temperature, extreme noise or environmental extremes. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Standards

Customary Compliance

1. Adheres to administrative and program rules, policies, procedures, and objectives.
2. Assists in care and maintenance of program equipment and supplies.
3. Consistently reports to work on time and ready to work at the appointed start time.
4. Provides proper notification when late or absent.
5. Adheres to and abides by the agency's Code of Ethics.
6. Reports to work well groomed and in compliance with the agency's dress code.

Fiscal Responsibility

1. Adheres to productivity guidelines for program and agency.
2. Manages equipment, materials, supplies and time within budget.
3. Submits timesheets, disburse requests, etc. and other fiscal forms accurately and in a timely.

Performance Quality Improvement/Quality Assurance Plan

1. Uses the values, philosophy, tools, and techniques of Performance and Quality Improvement/Quality Assurance Plan (PQI/QAP) to support the organization's quality in all daily work.
2. Actively participates in PQI/QAP education.
3. Actively participates in committees, teams, and task forces as requested.
4. Develops and implements action plans for performance improvement and understands what is necessary in order to meet Agency's needs and expectations.

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Mission

1. Demonstrates the ability to interact in a positive and helpful manner with participants, visitors, volunteers, Board, Community, and staff.
2. Respects the dignity of all by maintaining their privacy, ensuring confidentiality, and maintaining appropriate boundaries.
3. Exhibits a commitment to the organization's mission.
4. Reflects commitment to building a supportive work environment and maintains a positive attitude in the work place and toward the job.
5. Projects a good image in dealing with the public and is willing to make an extra effort to help build a quality and caring social services organization.

Effective Communication

1. Demonstrates effective communication skills by conveying necessary information accurately and concisely, respectfully, listening effectively, and asking pertinent questions.
2. Communicates effectively with all MFSS programs and staff, both orally and in writing; can read and understand written material and is able to write effectively to meet the job requirements.

Staff Relations

1. Establishes and maintains cooperative relationships with participants, staff, and others using a humanistic attitude (anticipates needs, is respectful, caring and courteous).
2. Teamwork: interacts with fellow workers in a way that promotes a harmonious and cooperative working environment. Volunteers and interacts in a supportive helpful manner.

Environmental Safety

1. Adheres to safety, health, and regulatory requirements as described in the administrative and program operations, policies and procedures.
2. Reports incidents and unsafe work conditions to supervisor or a member of the Executive Leadership Team immediately.