

## Early Learning Coalition of Santa Rosa County

### Job Description

**Position:** Staff Assistant

**Responsible to:** Specialist for Health Services/Office Manager

**Basic Function:** Responsible administrative work providing support to executive and program staff, requiring decision-making, tact, composure, flexibility, and communication skills.

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**The general responsibilities of the Staff Assistant are to:**

- Answer telephone; Perform customer service functions in person and/or via telephone.
- Draft reports, correspondence and other administrative assignments as directed by senior staff
- Perform general clerical duties including faxing, copying, mailing, completing forms, etc.
- Assist with maintaining files of correspondence, records, and reports
- Achieve and maintain Child Care Resource and Referral Certification; perform Child Care Resource and Referral services
- Become proficient in operation of statewide data system and provide technical and customer support to clients
- Assist in completion of desk audits by contacting clients and employers to confirm current status of clients.
- Process child care transfers, follow up on referrals, and update client information in database.
- Perform research functions; Use computer to access information; Input and retrieve data from computer as required.
- Ensure that administrative procedures are implemented
- Assist with annual inventory
- Assist in monitoring and compliance audits.
- Perform other duties or responsibilities as required

THESE ESSENTIAL JOB FUNCTIONS ARE NOT TO BE CONSTRUED AS A COMPLETE STATEMENT OF ALL DUTIES PERFORMED. IT IS NECESSARY THAT EMPLOYEES PERFORM OTHER JOB-RELATED MARGINAL DUTIES AS REQUIRED.

**Qualifications:**

- Associate degree in business administration, information technology, or related field and three (3) years related administrative experience; or high school diploma or acceptable equivalency with five (5) years related administrative experience
- Customer service and/or eligibility determination experience preferred
- Familiarity with Government in the Sunshine Law preferred
- Proficiency in MS Word, Excel required; Experience in Access and PowerPoint preferred
- Familiar with the Rules and Regulations for School Readiness and VPK preferred
- Must possess valid Florida Driver's License with no record of criminal driving offense or license suspension.
- Must possess proof of required insurance
- Must be able to work flexible hours including some evenings and weekends
- Must successfully complete background-screening requirements

**Essential Skills:**

- Must have excellent customer service skills
- Must have computer skills
- Must have clerical skills

- Must have analytical/mathematical skills
- Must have excellent problem-solving skills
- Must have excellent professional communication skills
- Must have excellent interpersonal skills
- Must have excellent organizational skills
- Must have a professional appearance, attitude, and demeanor

**Essential Physical Requirements:**

Frequently sit, stand, walk, twist at the waist, and routinely operate a computer keyboard, telephone and copier. Light (less than 20 pounds) lifting occasionally required. Ability to operate a vehicle occasionally for lengthy periods.

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.

I \_\_\_\_\_ have read the requirements for the position of **Staff Assistant I, Main Office**. I accept the duties and responsibilities described and attest that I meet the requirements for this position as outlined in the job description. I further acknowledge that this job description is not intended to be a contract for employment and that the Early Learning Coalition of Santa Rosa County reserves the right to make any necessary revisions to the job description at any time without notice.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date