



**TITLE:** Administrative Specialist  
**DEPARTMENT:** Administration  
**LOCATION:** Main Office  
**SUPERVISOR:** Administrative Services & Marketing Manager  
**REVISED:** 9/7/23

**BASIC FUNCTION:** Provide a high level of customer care as the first point of contact for West CAP programs and services. Responsible to direct assistance by providing customers with information on all West CAP programs including basic eligibility guidance and intake and application processes.

**ESSENTIAL DUTIES AND FUNCTIONS:**

Responsible to be a critical, and often first point, of contact for all West CAP programs and to professionally manage the front desk and all incoming calls for West CAP utilizing a trauma informed approach with all callers.

Disseminate program information based on expressed needs of the customer. Share basic eligibility requirements for programs, refer to local resources, link client to several program resources, complete customer information intake and/or assist customer with initial application processing.

Provide limited English resources when necessary and assist other West CAP staff with accessing interpreter or hearing impairment options.

Maintain switchboard operations including answer, screen, referral, messages and client information intake and referrals.

Receive and distribute incoming mail to appropriate programs and prepare and deliver to the post office out-going mail and assist with general mail operation maintenance.

Assist all staff with phone system and electronic communication tools including assist with training, troubleshooting, and general support of 365 Teams Calling, Bookings, Adobe Sign, and other tools and resources.

Provide West CAP program support by processing client applications including mailings, acquiring necessary documents needed in order to determine program eligibility, credit and/or criminal background checks, file set up, scheduling appointments, or other needs based on specific program requirements.

Responsible to assist all programs with entering and maintaining data regarding client/household information in the client information system. Accurate, confidential, and efficient handling of information for all West CAP programs.

Maintain all client information in main office central filing and electronically through CIS software in a secure manner following West CAP policies. Responsible for client record retention according to record and retention procedures.

Responsible to update local resources by communicating with web support needed updates.

Assist West CAP staff with issues with the copier/fax/scanning machine and contact carrier when repair is needed.

Participate as an active team member of the Administration Department of West CAP. Accountable for providing support in other administrative areas and assisting with special projects such as the Holiday Gift Drive and Back to School initiative.

**QUALIFICATIONS:**

Minimum of a high school degree and 2 years administrative experience or associate degree in related area and at least 1 year

of related experience. Demonstrated high level of customer service. Ability to effectively use computer systems including proficient in Microsoft 365, Adobe Sign, client databases, and other tools related to ease of work and ability to train and support staff in these functions. Ability to perform data entry concurrently with initial contacts. Ability to organize and prioritize. Good verbal and written communication skills. Ability to use independent judgment in regularly non-routine and/or unstable situations. Ability to evaluate information and make appropriate referrals.

**PHYSICAL QUALIFICATIONS:**

While performing the duties of this job, the employee is regularly required to stand, walk, climb, talk and hear. The employee frequently is required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The noise level in the work environment is usually moderate.

**TERMS:**

Full-time position. Eligible for full-time benefit package.

Non-exempt position.