

## JOB ANNOUNCEMENT

(Please see end of document for application information)

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| <b>POSITION:</b>     | Program Assistant (Administrative Assistant III)  |
| <b>DEPARTMENT:</b>   | Whatcom Homeless Service Center   |
| <b>REPORTS TO:</b>   | Manager III   |
| <b>SALARY GRADE:</b> | 4 (\$14.13 to \$17.66 per hour) *<br>*Candidate offers consider experience, qualifications and internal equity  |
| <b>FLSA STAUS:</b>   | Non-Exempt  |
| <b>SCHEDULE:</b>     | FT (40 hrs/wk; Monday-Friday; 8am-5pm)  |
| <b>LOCATION:</b>     | Cornwall Ave.   |
| <b>BENEFITS:</b>     | The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long-term disability insurance, along with a culture that supports staff and their families. |

### JOB SUMMARY:

Serves as the WHSC office administrator, ensuring people have what they need to do their work, providing behind the scenes support, coordinating activities, and directly serving clients.

### ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Enters and audits client intake information into the housing pool database.
2. Completes HMIS data quality checks.
3. Generates department purchase orders.
4. Procures and manages office supplies for the department. Provides information and referral services to clients.
5. Coordinates the community engagement committee, including orienting new members, serving as liaison between the committee and agencies, developing tracking tools, and researching ideas for feasibility.
6. Maintains WHSC's web site.
7. Provides staff support for interagency meetings (e.g. Homeless Coalition and its steering committee).
8. Works with Housing Referral Specialist (HRS) and Homeless Outreach Team (HOT) staff to identify clients who need to be screened for program eligibility
9. Works with clients to obtain eligibility documentation for program referral
10. Assists in weekly Housing Search lab, assists clients in locating units, writing explanation letters, etc.

### OTHER RESPONSIBILITIES:

1. Other related duties as assigned.

### EDUCATION/EXPERIENCE REQUIREMENTS:

1. Experience with databases or spreadsheets (e.g. Filemaker, Access, FoxPro, SPSS, Excel) required.
2. Data processing.
3. Experience working with people who are living at poverty level incomes and/or are disabled.

### SKILLS AND ABILITIES REQUIRED:

1. Specialized knowledge of computers, systems and software, including a thorough knowledge of the Windows operating system, Microsoft Office suite (especially Excel, and Word), database programs (such as Filemaker, Access, FoxPro).
2. Communications skills.
3. Ability to maintain confidential information.
4. Ability to efficiently review detailed data reports to identify and correct errors.
5. Ability to interact with clients and co-workers in a respectful way.
6. Time management and organizational skills.
7. Ability to work successfully within a team and independently.

### WORKING CONDITIONS:

Most work is generally performed in a fast-paced office environment with frequent interruption.

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**JOB PURPOSE:**

Provides internal and external customer service and administrative support.

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

1. Provides customer service
2. Performs data entry
3. Coordinates tasks and people
4. Creates reports
5. Maintains documents
6. Creates correspondence
7. Performs fiscal tasks and transactions

**OTHER RESPONSIBILITIES:**

- Other related duties as assigned.

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- High school diploma or equivalent.
- Minimum 1 year of related experience.

**SKILLS AND ABILITIES REQUIRED:****Competencies:**

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Communicativeness: Recognizes the essential value of continuous information exchange and the competitive advantage it brings; actively seeks and shares information.
- Change agility: Embraces needed change and modifies behavior when appropriate to achieve organizational objectives; effective in the face of ambiguity.
- Organizing and planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.

**Skills:**

- Composes routine correspondence independently
- Carries out detailed instructions
- Performs arithmetic calculations occasionally
- Solves practical problems
- Exchanges information or data
- Explains technical information in understandable terms occasionally

**Equipment used:**

- Personal computer or laptop
- Printer
- Various software applications
- Copier/fax
- Telephone

**PHYSICAL and SENSORY QUALIFICATIONS:**

R = rarely

O = occasionally

F = frequently

| <b>Physical Activity</b>                    | <b>F</b> | <b>O</b> | <b>R</b> |
|---|----------|----------|----------|
| Sitting                                     | I        |          |          |
| Stationary standing                         |          | I        |          |
| Walking                                     | I        |          |          |
| Crouching (bend at knee)                    | I        |          |          |
| Kneeling/crawling                           |          | I        |          |
| Bend at waist                               |          | I        |          |
| Twisting<br>(knees/waist/neck)              | I        |          |          |
| Grasping                                    | I        |          |          |
| Repetitive motions<br>(keyboard/data entry) | I        |          |          |
| Lifting/Carrying: <b>20 lbs.</b>            |          | I        |          |
| <b>Sensory Activities</b>                   | <b>F</b> | <b>O</b> | <b>R</b> |
| Talking (in person/on<br>phone)             | I        |          |          |
| Hearing (in person/on<br>phone)             | I        |          |          |
| Vision for close work                       | I        |          |          |

**TO APPLY:**

Application and application instructions may be found at: [www.opcco.org](http://www.opcco.org). Paper copies of the applications may be picked up at: Opportunity Council 1419 Cornwall Ave. Bellingham, WA 98225

Applications must be received no later than **4:00 pm, Wednesday, November 21, 2018**

**A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE**